TelSpanVenue User Guide

Your First Meeting Room
When your account is first setup, no meeting rooms exist. A meeting room will be set up during your first training session. To set up a meeting room, click Create Meeting Room.

If you wish to edit the title of a meeting room click 

and the option will be available.

To conduct a meeting with PowerPoint slides, a PowerPoint presentation must first be uploaded to your account. All presentations, images, videos, etc. should always be uploaded to the Content Library so that items are accessible from all meeting rooms. If a presentation is uploaded to a specific meeting room via 

, the presentation uploaded will become the default for that room and will automatically load each time that meeting room is opened.

Note: A PowerPoint presentation is not required and you may conduct a meeting with simply video, audio, and/or screen sharing.

You can now start an impromptu meeting by clicking the green Start Meeting button. Once you are in the meeting room, click on Presentation, then select Send Invitation in the top left corner to send the meeting link to people you would like to have join your meeting.

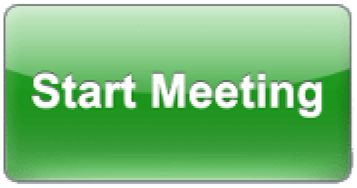
Invite Attendees and Schedule Your Meeting
***TelSpan*Venue's** invitation system will allow you to send out emails to your attendees, complete with date, time, a link to the meeting, and a password if you choose to require one.

Meeting Date and Start Time
Here you will select the date and time of the meeting, along with the duration and time zone. Keep in mind that this information will not automatically start or end the meeting. It is a guideline for you and your attendees so you know the approximate length of the meeting for scheduling purposes.

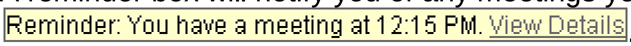
Email Options
Enter the email addresses of your attendees into either the *Attendees* or *Presenters* box. (Other Presenters will be automatically promoted to Presenter status upon entering the application.) Enter the subject for your email message, a body for your email (optional), and any relevant conference calling information. You also have the option of setting up a Registration form and Survey form, as well as setting up PayPal options if you wish to monetize your presentation. For more information on how to use these features please see our Schedule Meetings and Send Invites section.

Sending
After the Invite/Confirmation email is complete, click the Schedule Webinar Now button so your meeting will be scheduled and your invitations will be sent.

Start Meeting



To start your meeting, click on the green Start Meeting button for the meeting you wish to start. A reminder box will notify you of any meetings you have scheduled for that day.



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When you have concluded your presentation, click on the 

button to close the meeting room. Your attendees will then be directed to any exit URL or survey you have setup.

Application Setup

When entering the Meeting Application for a new session you will need to Allow Flash to access your webcam and microphone so you can broadcast video and audio.

Next, you will be prompted to start the session now or later. Select Yes to allow your attendees to join your meeting now.

Finally, a setup wizard will guide you through the rest of the microphone and webcam setup procedure. Simply follow the instructions, making sure to select the proper microphone and webcam device when prompted.

Once you have completed the wizard you will be ready to broadcast your audio and/or video. If you have uploaded slides, you can advance them by using the button controls at the bottom right of the Content Presentation Module. 

Moderate Attendees

You can view your current attendees in the Attendee list. If you wish to have other attendees broadcast their audio and/or video or control the slides, you can make them a presenter by clicking their name in the Attendee list. From the Attendee list you have the following options: Disconnect, Clear Status, Allow Sharing, Make Presenter, Remove Presenter, Set as Current Speaker.

You can make the Attendee list private if you wish so that the full list is only displayed to presenters. Simply check the Make Attendee list Private box at the bottom of the Attendee list.

<u>Account Settings</u>

Meeting Display Name
The Meeting Display Name is the name that is displayed in the Attendee list when you start your meetings.

To change the Meeting Display Name you will need to go to the Profile page in your Account Manager via the tab at the top of the screen. Once there, you can scroll down to Contact Information and click the Edit button.

Please keep in mind that this display name will be changed across your account and will affect all meeting rooms and sessions.

<u>Audio</u>

Audio Cuts Out
If your audio drops out, please check the following settings:

1. You are not using a wireless connection. The inherent packet loss associated with wireless connections will be problematic to any live stream environment.
2. Double check your current connection stability.
3. If there are multiple presenters, disable the echo cancellation by unchecking this feature in your Microphone Settings.
4. Verify your Silence Cut Off is set no higher than 10.

Audio Echo
An echo is created when the output from your speakers is picked up by your microphone. The

best way to remedy this situation is to switch to a headset. If this is not a viable solution for you, do what you can to physically separate your speakers from your microphone as well as adjusting the volume setting of your speakers. You can also adjust the silence cutoff setting within the Microphone Settings options to help eliminate some of the echo.

How to Setup a Microphone

1. First, please make sure that your microphone device is plugged in properly to your computer and that no button or switch on the actual hardware has muted the microphone.
2. Also, check your sound settings on your operating system to ensure your microphone is not muted via software. You may wish to test with another program that uses your microphone to make sure your microphone is functioning correctly.
3. Once you have ensured the microphone is functioning, please enter a meeting room via our software, open the Presentation menu in the upper-left corner, and select Microphone Settings.
4. From this page, click Next once. Please make sure that the check box next to the red text on the bottom of the screen is NOT checked.
5. Click Next twice more. You should now see a list of audio devices your computer detects. Click to select the most appropriate one.
6. Click Next once more. You should now be on a screen with two sliders. Please make sure the volume slider is set to a positive number (50 is good) and that the Silence Cutoff is set to 0.
7. Speak loudly into your microphone. You should now see a green bar located just above the volume slider fluctuate with the sound of your voice. If it does not, please go back one window and select a different audio device and try this again; you may have the wrong one selected.
8. Click Finish. You should now be able to click Start Broadcasting in the upper-left-hand corner in the Presenter window (you must be a presenter to see this button). People should now be able to hear your sound. If you are already broadcasting, please click Stop Broadcasting, wait a moment, and press Start Broadcasting again.

Connectivity

Internet Connection Troubleshooting

1. Please make sure all attendees, and more importantly, presenters, are not using wireless connections to the Internet. The packet loss inherent in a wireless connection will translate directly to a loss of audio/video quality.
2. Please make sure there are an absolute minimum of other programs running in the background, especially any that may be utilizing your Internet connection. Attendees should be advised to do the same. If you are on a shared connection, be aware that a high level of Internet usage on this connection will of course decrease the available bandwidth for your webinar.
3. We recommend having all presenters turn the settings of the software down to their lowest quality settings to improve performance. This can be done by making sure you are not utilizing the High Quality Video Plugin by going to the Presentation menu in the upper left-hand corner, and seeing if there is a “Use HQ Video Plugin” option. If you have this option and the box is checked, you will need to make sure you are not broadcasting, and then uncheck it.
4. Next, in the Connection Settings window, accessed through the same Presentation menu in the upper left-hand corner, make sure the Bandwidth setting is at Modem, and

the Sound Quality setting is at Phone Quality. Steps two and three will make sure you are using the least demanding settings for both you and your attendees' Internet connections.

5. You may also want to check your current upload speed. We recommend a third-party web site, www.speedtest.net, for this test. Check to see that your upload speed is at least 400 kbps. If not, contact your ISP or IT department to have your upload capability increased.
6. You may also wish to test the stability of your Internet connection. The test site is located at www.pingtest.net. Run this test using the San Jose, USA servers (CA), to get a good idea as to the quality of your connection as related to our servers. A low grade here would be an issue you would want to address with your ISP or IT department.

Live Meeting Usage

Allowing Multiple Broadcasts

We provide various options for allowing multiple broadcasts in your meeting to allow you to select an option that fits your particular needs.

By default, the account holder will be broadcasting as soon as the meeting room is opened. You may then take the following actions in order to allow other participants to broadcast their audio or video:

1. Promote the attendee to presenter: To promote an attendee to a presenter, click on the attendee's name in the Attendee list, and then click "Make a Presenter." Presenters also have the ability to control aspects of the meeting room, so please review the various user roles if you are not familiar with these options.
2. Allow to Share: In order to allow someone to broadcast audio/video without promoting them to full presenter status, you can click on their name in the attendee list and click Allow to Share.
3. Allow Everyone: This option will give everyone in your webinar the ability to broadcast their audio/video. This option may be selected at the bottom of your Broadcast Module. Please keep in mind that while this will grant everyone in your meeting the ability to broadcast, the maximum number of people who can broadcast at one time is determined by your plan size. For this reason, and as well as the general confusion that can arise in large webinars, this is not the recommended method of sharing broadcasting privileges.

Note: No matter which option you choose to allow additional participants to broadcast, the individual user must click Start Broadcasting on their computer before they will begin broadcasting.

Meeting Display Name

The Meeting Display Name is the name that is displayed in the attendee list when you begin your meeting.

To change the Meeting Display Name, go to the Profile page in your Account Manager via the tab at the top of the screen. Once there, you can scroll down to Contact Information and click the Edit button.

Please keep in mind that this display name will be changed across your account and will affect all meeting rooms and sessions.

Restore Defaults

While in general usage you should not need to restore your application settings back to their default state, if you have been instructed to by a technical support representative or by a support article, please do so as it can resolve certain specific issues.

To restore your default settings:

1. Log in to your account
2. Open a meeting room
3. Open the Presentation menu and click Connection Settings
4. Click on the Restore Default Settings button

Recordings

How to Create a Recording

If your audio is completely VoIP:

1. From inside your meeting room in the Presentation Control area click Record once you are ready to begin recording. You will then receive a dialog box to confirm.
2. Click Start Recording to begin recording. You will notice a red dot labeled Recording in the upper left-hand corner over the presenter's screen when recording is live.
3. To stop recording, simply repeat the steps and click Stop Recording or End the Session from the Presentation Controls window.

To create a recording of a live meeting using an audio bridge:

1. Select Connect to ***TelSpan*** Conference Call from the Presentation menu or press Ctrl + Shift + Up. A dialogue box will be displayed.
2. Type your ***TelSpan*** dial-in number in the field next to Number to Call.
3. Type your host conference code in the field next to Passcode.
4. Click Connect.
5. Once connected, click Start Broadcasting Call Audio.
6. Click Close. The teleconference audio is now being transmitted to the web platform and heard over computer speakers. This line will automatically disconnect when you end your session.

This will record everything that an attendee would see in your meeting.

Downloading Your Recording

Every ***TelSpan*****Venue** recording you create receives a unique URL where it can be viewed at any time. However, if you require the ability to host your recordings on your own web servers, ***TelSpan*****Venue** allows you to download your recordings. Please keep in mind that these recorded webinars are designed to be hosted on a web server and are therefore composed of a variety of different files. Please use the following process to download and host a recorded webinar:

1. Log in to your account and click Recordings.
2. Locate the recording you wish to download and click on the Details link.
3. Locate Click Here to Generate and click on it.
4. If the page does not refresh once this process is complete, manually refresh the page.
5. Click on the Click Here to Download link and save the zip file to your computer.
6. Extract the contents of the downloaded zip file to a web accessible folder on your web server, being sure to maintain the directory structure.
7. If necessary modify the mime types for your web server to allow .flv files to be served.

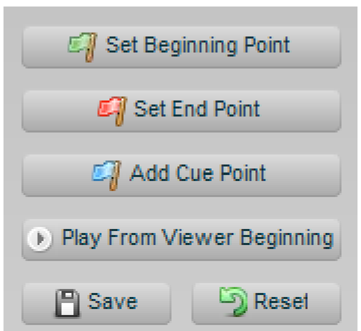
8. Finally navigate to the default.html file.

Please note: At this time there is a size limitation for this feature and we currently recommend only attempting to download recordings that are less than two hours in duration.

Edit Recording Playback
The new Edit Playback functionality allows you to modify certain elements of your recording's playback. You can set custom Start and End times, edit the titles and timings of slide cue points, as well as insert additional custom cue points. This feature can be accessed by following these steps:

1. Log in to your account.
2. Click Recordings.
3. Locate the recording you wish to edit and click Play.

The editing controls are only available while you are logged in to your account and are only accessible by clicking on the Play link. Viewing the link via the Recording URL, even if logged in, will not display the editing controls.



This is the control panel you will use to edit your recording's playback settings. Use it to set a beginning point, an endpoint, or a custom cue point. When you have finished your edits click on save to save them. If you wish to revert playback back to its original recorded state, click on the Reset button.

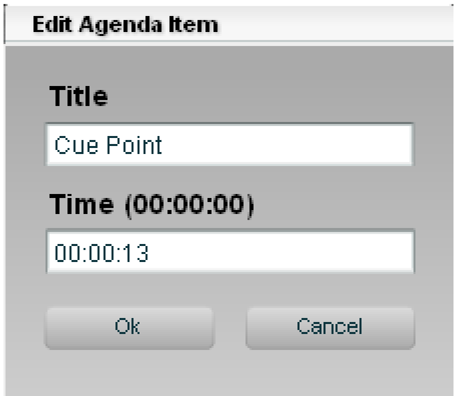
Beginning Point
A beginning point sets where a recording will begin to playback when watched by a viewer. Navigate to the point in the recording you wish playback to begin and then click Set Beginning Point. Once you have created a beginning point, it will be displayed in the list and you can manually edit it if needed.

Please Note: A beginning point cannot be set after an end point.

End Point
An End Point sets where the recording will end its playback. Similar to the beginning point, navigate to time you want your recording to end and click Set End Point. Once you have created an end point it will be displayed in the list and you can manually edit it if needed.

Please Note: An end point cannot be set before a beginning point.

Cue Point



A custom cue point allows you to manually set custom navigation points so that your viewers can quickly jump to a point in your recording. To create a custom cue point, navigate to a desired time in your recording and click Add Cue Point. This will bring up the cue point option box which allows you to set the name of the cue point and edit its time.

Please Note: Cue points should not be created outside the bounds of the beginning or end times.

Play from Viewer Beginning
Once you have completed your edits, you can preview your recording by clicking Play from Viewer Beginning. This will allow you to view your recording as it will appear to your attendees. Use this feature to fine tune the position of your beginning point, end point, and custom cue points.

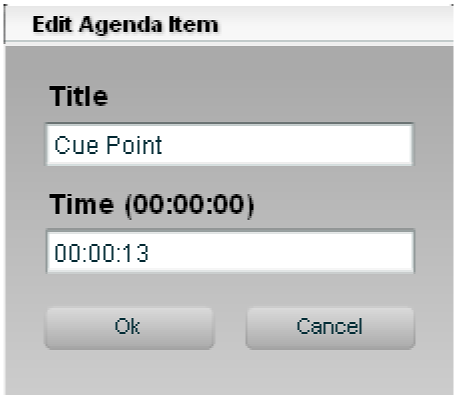
Save
After you have finished making your edits, click Save in order for your edits to be saved.

Reset
If you need to restore your recording to its original playback settings, or wish to undue all of your edits, click Reset.

Context Menu
Clicking on an editable item in the Presentation Agenda module will bring up a context menu with your available actions.

1. Go Here: Selecting this option will take you to this point in the recording.
2. Edit: This allows you to edit the timing of the agenda item as well as the title.
3. Delete: Selecting this option will delete the selected item.

Editing an Agenda Item



If you select the edit option, you will be presented with an options box very similar to the cue point options box. Use this option to modify the timing of the item or the title.

List of Editable Items

The following items can be edited in the following ways:

1. Start Point: Once created a custom beginning point can be edited by modifying the time option. The title of this item cannot be modified.
2. End Point: Once created a custom endpoint can be edited by modifying the time option. The title of this item cannot be modified.
3. Slide Cue Point: Existing slide cue points can be edited by modifying the timing or the title. These items can also be deleted. Deleting a slide cue point will disable this slide during the recording and it will not be visible.
4. Custom Cue Point: Once created a custom cue point can be edited by modifying the time option and the title option.

Sharing Recordings

Once you have made a recording, you can share your recording. Each ***TelSpan*****Venue** recording receives a unique URL where it can be viewed. You can find this URL using the following process:

1. Log in to your account.
2. Click Recordings.
3. Locate the audience URL beside each recording.

If you need to control how people view your recordings (e.g. edit your registration form or log in requirements), click Details for the specific recording.

Scheduling Webinars

Canceling a Scheduled Webinar

If you find that you need to cancel a scheduled webinar, you can do so by using the following process:

1. Log in to your account and click on the Meeting Manager tab.
2. Locate the upcoming meeting you wish to cancel and click on its title.
3. On the *Status* line, click "Cancel this Meeting".

Edit forms

If for any reason you need to edit a registration form or survey you can do so by navigating to

the webinar details page (Meeting Manager -> click on the Webinar title), then selecting either the Registrations tab or the Survey tab and then clicking Edit.

The edit page is almost identical to the creation page and from here you can make changes to your questions, change required fields, update the answer options, and add or remove fields entirely. When it comes to editing an existing custom question you have the following options:

1. 

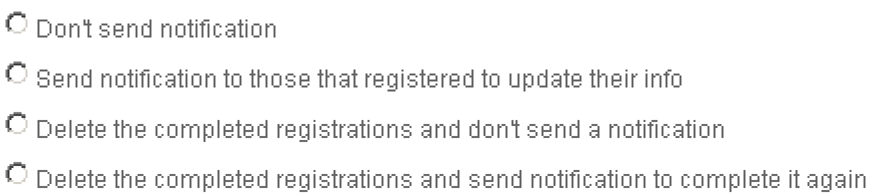
- This button will allow you to edit the custom question. Use this option if you need edit the question or add or change the available answers.
2. 

- If you no longer wish to include the custom question, use this button to delete it.
3.  - The arrows will allow you to reorder your list of custom questions.

There are some unique notifications requirements when it comes to editing registration forms and surveys and so we will discuss the particulars of each separately.

Registration Forms

When you edit a registration form you will be presented with some notification options that allow you to decided if and how you wish to communicate these changes to your attendees.



However, there are a few changes you can make that will directly affect your attendees' ability to join your webinar, and therefore will limit your available options. These changes include:

- Adding PayPal options
- Adding password protection

If you are editing a registration form and are adding PayPal or password protection, this change requires all your currently registered attendees to re-register as they will need to create a password.

Note: Adding PayPal or a password will un-register all currently registered attendees.

For this reason we recommend that if you select this option, you also use the notification option to inform registered attendees of this change.

Survey

The options available for editing a survey are essentially the same as those available when editing a registration form. However, you are also able to edit survey specific options such as scoring options. If you are editing a survey that has already been completed by an attendee, then you will be presented with the following notification options:

- ○ Don't send notification
- ○ Send notification to those that completed the survey to update their info
- ○ Delete the completed surveys and don't send a notification
- ○ Delete the completed surveys and send notification to complete it again

You may use these options to select how you wish to handle the results of completed surveys and to notify those attendees of your changes.

Enabling / Disabling

You can modify the state of your registration form by either enabling or disabling it. If you do not have a registration form, enabling it will add one to your event. If you have a registration form, disabling it will effectively remove it from your meeting. Anyone navigating to the registration form will receive a 404 error and any PayPal or password options will not be enforced.

If you wish to add a registration form to an existing event:

1. Navigate to your Meeting Manager.
2. Click Details for the scheduled event in question.
3. On the meeting details page, click Registrations.
4. Click Enable Registration Form.

If you have a registration form and wish to disable it, follow the same process as above and click Disable Registration Form.

Please note that disabling a registration form does not delete the registration form or the registration entries. The registration form can be re-enabled at any time. However, in order to export the results of the registration form it must be enabled.

Password Protection

If enabled, this option will ask registrants to supply a personal password in the registration form that they will use to enter the meeting. This password takes precedence over any meeting room password, and therefore effectively invalidates any meeting room password option.

If you choose to add this password option to a registration form this change will require that any registered users be unregistered.

PayPal

You can modify the PayPal settings on a registration form by clicking on the Payments tab for the scheduled meeting in question. If you have already setup PayPal for this event you will be able to modify the PayPal email address, Live Meeting price, Recording Only price, and Discount Codes.

As PayPal requires the password option described above, if you choose to add PayPal options to a registration form, this change will require that any registered users be unregistered as well.

Editing the Form After Registration Has Begun

Certain modifications will invalidate currently registered users. Any addition that requires a password (either setting password as required or the addition of PayPal) will require that any

currently registered users be unregistered, as they will not have a password. If you attempt to make such a change you will receive the following message:

> **Warning, by turning on PayPal Options you will have to reset 1 registration.**
> You are seeing this message because 1 person has registered. By setting up PayPal the 1 person registered will have to register again. Are you sure you want to continue?

When you have completed your modifications and are on the preview page, the last step is to select one of the options below:

- Don't send notification
- Send notification to those that registered to update their info
- Clear the completed registrations and don't send a notification
- Clear the completed registrations and send notification to complete it again

Note: In the event where users must re-register, as described above, you must clear the completed registrations and therefore, the first two options are not available.

Modifying a Registrant's Entry

When viewing your list of registered attendees, you can modify an entry by clicking on the Edit link. This step may be necessary if you are collecting payments via PayPal and your registrant did not complete the final step in the registration process. Registrants need to click on the yellow button marked Important in order to notify ***TelSpan*****Venue** that their payment was successfully processed. Until this step is complete they will not be marked as registered in the system. In this case, you may need to manually mark someone as registered. To do so, use the following process:

1. Click on the Edit link.
2. Locate the Registered box and check it.
3. Next, click Update.
4. Verify that you now see a green check next to their registration entry.

Once marked as registered, your user will automatically be sent a registration confirmation email.

Screen Sharing

How to Pass Screen Sharing Controls

While many features of ***TelSpan*****Venue** can be controlled by any presenter, the screen sharing feature can only be used by a single user: the current speaker.

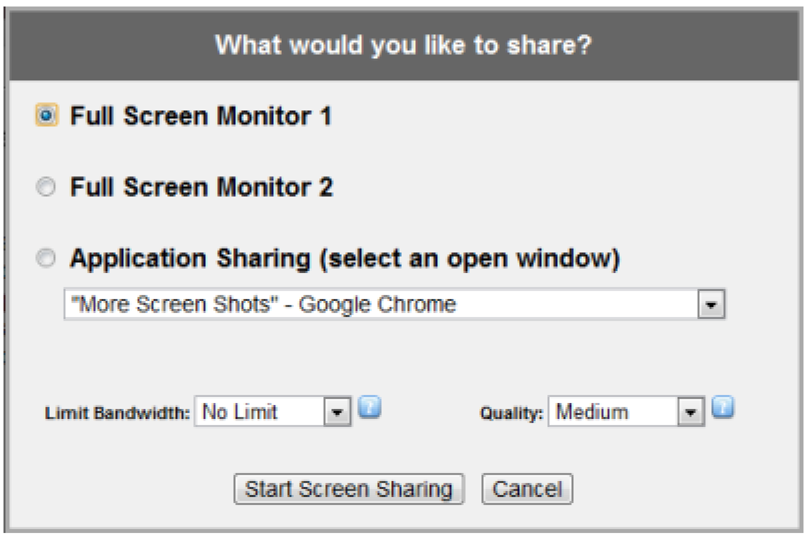
In order to allow another presenter to share their screen, you will need to first make them the current speaker. To do this simply click on their name in the attendee list and click "Make Current Speaker".

Mac Users: Screen Sharing

While all of benefits of screen sharing 2.0 are not yet available to Mac users, they will still benefit from increased reliability.

There is no installation process necessary since our screen sharing version for Mac utilizes a Java Applet rather than a plug-in. Simply select Allow when prompted by the applet notification window.

Screen Sharing Usage
Once you have started your webinar click the Screen Sharing tab at the top and then click Start Screen Sharing in order to begin sharing your screen. Once you have done so, you will be presented with a pop-up window with the following options:



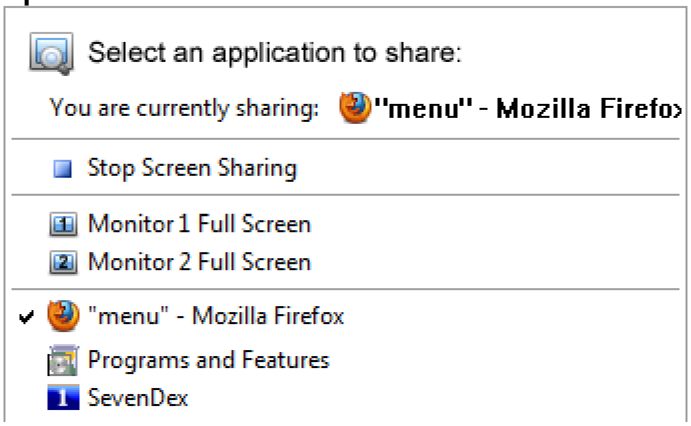
- *Full Screen* – This shares your entire desktop and all active programs. If you use a multi-monitor setup, then you will have a full screen option for each monitor.

- *Application Sharing* - Application sharing allows you to select which currently running computer program/application you would like to share with your attendees. For example, if you select PowerPoint your audience will only see the PowerPoint file you are displaying. Your desktop, and any other programs, will not be visible to your attendees.
    1. The file you want to share must already be opened to select it from the drop down list.
    2. If you wish to share a different application, simply click on the screen sharing icon  in your system tray and select the application you wish to share.

    3. The program you are sharing must be on top of any other programs. If you have any other open programs on top of the active program you are sharing, the

screen sharing stream will be paused and your attendees will see a static image of the last visible frame from the application you are sharing prior to its being hidden. A notification will inform you of this change.

Options Menu



While you are screen sharing, the icon will be displayed in your system tray. Clicking on this icon will open the screen sharing options menu.

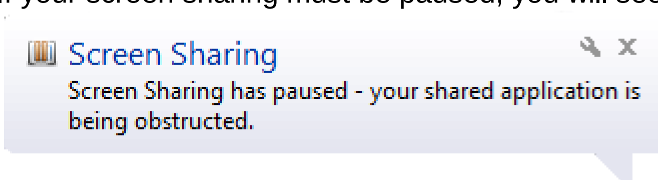
This menu allows you to quickly switch between the different screen sharing modes described above as well as switch to a different application.

Please note that if you switch to an application that is located on a different monitor than the application you are currently sharing, the screen sharing process will restart itself. This may cause a slight break in the presentation, but it will not require any interaction on your part to resume.

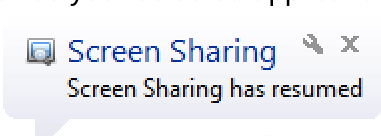
Notifications

Screen sharing utilizes a system tray icon to notify you of:

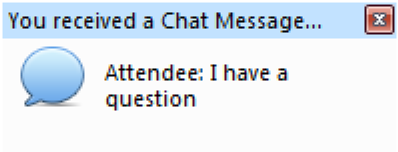
1. The status of your screen sharing stream.
2. When you have received a chat message.
3. If your screen sharing must be paused, you will see:



4. Once your selected application is no longer covered, you will see:



5. If you receive a chat message while the webinar window is minimized or a different application has focus, you will receive a notification which includes the chat message.



Technical

Clearing Browser Cache

General usage should not require you to clear you browser's cache, however, if you have been instructed to do so by a technical support representative or by a support article, please do so as it can resolve certain specific issues.

The process used to clear a browser's cache and cookies varies between browsers. Please follow these general steps depending on your browser.

Internet Explorer

1. Click Tools.
2. Click Delete History.
3. Click Delete Cookies.
4. Click Yes to confirm deletion.
5. Click Close.

Mozilla Firefox

1. Click Tools.
2. Click Clear Private Data or Clear Recent History [varies by version].
3. Inside this window, place a check next to Cookies and Cache.
4. If you do not see these options, click Details.

Google Chrome

1. Click Customize.
2. Click Options.
3. Select the Under the Hood tab.
4. Click Clear Browsing History.

Safari

1. Click the Safari Menu.
2. Select Preferences.
3. Click Security.
4. Click Show Cookies.
5. Click Remove All.
6. Click Done to close the cookies list.
7. Close the Preferences dialog box.

Providing Additional Details

While we strive to create a robust, easy-to-use web conferencing tool, it is possible that along the way you encounter an issue or difficulty where you need some technical assistance. In those cases we are always more than happy to assist. However, as there are nearly limitless number of computer configurations and setups, when requesting assistance if you could take

the time to provide us with the following information, we will be better able to assist you. An example is given below:

1. Operating system: Windows 7 64-bit
2. Web browser: Firefox 3.6.3
3. Flash player version: WIN 10,2 82, 76
4. Internet connection speed: wireless; 400kbps upload/1,200kbps download, Ping Test B
5. Screen shots of the error you received, if applicable

If you are unsure on how to obtain any of this information, please review the following steps.

Operating System
The operating system you are using, i.e. *Windows XP 32 bit*, *Windows 7 64 bit*, or *OS X 10.5.8*

Windows Systems
If you are using a Windows system and are unsure of your version please use one of the following options:

1. Open your Start menu, *right-click* My Computer, and click Properties.
2. Open your Start menu, click Control Panel.
    - On XP, double click System.
    - On Vista or 7, click System and Security and then click System.

Mac Systems
If you are using a Mac based system use the following process:

1. Click on the Apple menu, click About this Mac.

Web Browser
The web browser you are using, i.e. Firefox 3.6.2, IE 8, or Safari 5.0.2. *If you are unsure of your browser version number, please see below.*

1. Firefox: Click on the Help menu and then select About Mozilla Firefox.
2. Internet Explorer: Click on the icon image here and then select About Internet Explorer. (Alternatively, if available, click on the Help menu and select About Internet Explorer.)
3. Google Chrome: Click on the options menu and select About Google Chrome.
4. Safari: Click on the Safari menu and then select About Safari.

Flash Player
To determine the version of Flash Player currently installed on your computer, please visit the following website: http://kb2.adobe.com/cps/155/tn_15507.html.

Internet Connection
The following tests will provide vital information regarding the status of your Internet connection.

1. Visit www.speedtest.net and on the map select the Atlanta, GA server.
2. Visit www.pingtest.net and on the map select the Albany, GA server.

Restore Defaults
While general usage should not require you to restore your application settings back to their default state, if you have been instructed to do so by a technical support representative or by a support article, please do so as it can resolve certain specific issues.

The process used to restore your defaults is quite simple:

1. Log in to your account.
2. Open a meeting room.
3. Open the presentation menu and click Connection Settings.
4. Click Restore Default Settings.

Uploads

Content Library Usage

To share a file during your presentation, you will need to upload it first into your Content Library, which is available from the top of the My Meeting Rooms page in the Account Manager. After clicking Content Library, click Upload to Content Library. Navigate to the correct file via Browse and press Upload. After a short time your file will be uploaded and available to share during live meetings. Please note that your Content Library can only hold 100MB worth of content and and selected supported file types.

To access these files from within a live meeting, you will need to click on the Content Library/Options button located to the lower left of the slides window. You should immediately see the files in your content library listed by name and type of file. You need only click the file you would like to display and any content currently in the slides window will be changed to the selected content. This content will need to load and buffer before displaying, and your attendee window will allow you to view what your attendees are seeing. Any attendees who are not yet ready to view the file will have icons that are repeatedly filling up. Once their icons are solid, you will be ready to begin playback of the file.

PowerPoint Issues

If you have experienced an error while attempting to upload a PowerPoint presentation, please ensure that you have taken the following steps:

1. Remove any Active X elements in your presentation.
2. Remove any embedded media files such as a video or audio file.
3. Remove any macros that you may have created.
4. Remove any password you have added to the file.
5. Remove any unwanted timings (especially relevant if you used the Rehearse Timings feature).

If you have verified that none of these unsupported elements exist in your presentation, then please look for other non-standard elements such as:

1. Proprietary image formats
2. Non standard or custom fonts
3. Content that exists outside of the standard slide area, i.e. off slide content

If you are unable to resolve your conversion issue, you may wish to try the following short-term workarounds:

1. If you are currently using the Preserve Animations feature, attempt to upload your presentation without that option checked.
2. If you are not currently using the Preserve Animations feature, attempt to upload your presentation using this option.
3. In PowerPoint, export your presentation as a PDF and then upload it.

We are constantly striving to improve the efficiency and compatibility of our presentation tools and while these workarounds may limit some of the functionality of your presentation (you may lose your animations) they will most likely provide you with a workable solution in the short term.

Video

How to Set up a Webcam

1. First, make sure that your webcam device is plugged in properly to your computer, that it is turned on, and that no button or switch on the actual hardware has set the camera to "mute".
2. Restart your computer.
3. If available, open another program that uses your webcam to make sure your webcam is functioning correctly. If it is not, then you will need to contact the manufacturer of your webcam for troubleshooting assistance.
4. Shut down all unnecessary programs running on your computer, especially any that access the webcam. A webcam can only be used by one program at a time and if any others are utilizing it, it will not be available in the meeting room.
5. Once you have ensured that the webcam is functioning and no other programs that use it are running, please enter a meeting room via our software, and make sure that you are not broadcasting. (You should see the button in the upper left say Start Broadcasting, not Stop Broadcasting.) You will need to enter the meeting as a presenter.
6. Open the Presentation menu in the upper-left corner. Look for the “Use HQ Video Plugin” option, and if it is there, make sure the checkbox is unchecked. Then click the Video Settings option in this menu.
7. You should now see a list of webcam devices detected by your computer. Click to select the most appropriate one.
8. Click Next. You should now be at a test screen that will attempt to show the video from the device. If it does not detect it right away, please go back to the previous window and select the device one more time.
9. If this device does not function, please go back one window and select a different webcam device and try again. Repeat steps seven and eight for each device.
10. Once you see an image in the test screen, click Finish. You should now be able to click Start Broadcasting in the upper-left-hand corner in the Presenter window (you must be a presenter to see this button). People should now be able to see your video.

This procedure should allow you to get your webcam broadcasting video onto the Internet. If you are unable to see the video in the test screen for any audio devices in step nine, yet were able to verify that the webcam was working on another application, please contact us and we will attempt to help you diagnose this issue.

Video Stream Specifications

In order to better adapt your video stream to your particular bandwidth requirements, a variety of different quality settings can be used to control the size of your video stream.

Standard Video

When using our standard video broadcast method, the following video stream specifications are available to you depending on your connection settings.

Bandwidth Setting	Size Setting	Video Resolution	FPS	Bit rate

Modem	Small	140x104	2	27Kbps
Modem	Large	280x208	1	27Kbps
DSL/Cable/T1	Small	140x104	12	102Kbps
DSL/Cable/T1	Large	280x208	4	102Kbps
Event	Small	140x104	18	205Kbps
Event	Large	280x208	8	205Kbps

High-Quality Video
If you are using a Windows-based system and have installed our HQ Video Plug-in, then the following video specifications are available to you depending on your video settings.

Quality Setting	Video Resolution	FPS	Bit rate
Low	320x240	15	250Kbps
Medium	640x480	15	350Kbps
High	640x480	15	450Kbps
Highest	640x480	24	500Kbps

Frequently Asked Questions

Getting Started

What do I need in order to host a session with *TelSpan*Venue?
With ***TelSpan*Venue**, there's no hardware or software to purchase. A microphone, a webcam, and an Internet connection are all you need.

Do I have to download software to use *TelSpan*Venue?
***TelSpan*Venue** is web-based, which means that there is no software to download or install.

How do I start a meeting with *TelSpan*Venue?
From your ***TelSpan*Venue** Account Manager, click the green Start Session button of the presentation you would like to begin. Once your presentation is open, click Yes when asked "Would you like to start your presentation session now?" This will allow your audience to join your presentation. This will start your meeting and allow attendees to login.

How do I schedule a presentation with *TelSpan*Venue?
From your ***TelSpan*Venue** Account Manager, click Send Invitations from the *Options* menu for the presentation you would like to create email invitations for. Enter the email addresses of the recipients, specify the time and date of the event, and then preview the email invitation prior to sending. Click Send and the invitations will be sent to your attendees.

How To

How do I record a presentation with *TelSpan*Venue?

If your audio is completely VoIP:

From inside your meeting room in the Presentation Control area, click Record once you are ready to begin recording. You will then receive a dialog box to confirm. Click Start Recording to begin recording. You will notice a red dot labeled Recording in the upper left-hand corner over the presenter's screen when recording is live. To stop recording, simply repeat the steps and click Stop Recording or End the Session from the Presentation Controls window.

If you are dialed into an audio bridge:

7. Select Connect to ***TelSpan*** Conference Call from the Presentation menu or press Ctr+Shift+Up. A dialogue box will be displayed.
8. Type your ***TelSpan*** dial in number in the field next to Number to call.
9. Type your host conference code in the field next to Passcode.
10. Click Connect.
11. Once connected, click Start Broadcasting Call Audio.
12. Click Close. The teleconference audio is now being transmitted to the web platform and heard over computer speakers.

How do I playback a recorded presentation?

From the ***TelSpan*Venue** Account Manager, click Manage Recordings to view. Click Play Recording to playback the presentation event.

How do I share my Recordings with others?

From the ***TelSpan*Venue** Account Manager, click Manage Recordings to view all of your recordings. Note the Audience URL beside each recording. This is the web address URL that you can share with others by sending the URL via email or posting it on your website or blog.

How do I join an event from which I had received an invitation?

To join an event, simply click the link sent to you in the invitation email for the presentation. Fill out the required registration information and click Enter the Presentation.

Features

Can Mac users attend *TelSpan*Venue events?

Yes, you can be a presenter or attendee in any meeting or event with a Mac-based computer using either Safari or Firefox.

Can we present PowerPoint slides on *TelSpan*Venue? What about PDFs?

Yes. You can use PowerPoint 2003 and PowerPoint 2007 slides. Not only can you upload PowerPoint presentations, but ***TelSpan*Venue** also supports PDF documents, Word documents, and Excel spreadsheets.

How many webcams does *TelSpan*Venue support during a session?

You are allowed up to six presenters broadcasting video from their webcams. However, please keep in mind that this is a broadband feature, and that you will need to have a high-speed Internet connection.

How do I make it so the other attendees can't see each other on the attendance list?
Under the attendee list select Make Attendees Private. By selecting this option, the attendees can only see the presenter and themselves.

How do I promote an attendee to a presenter during the presentation?
Click on the attendee's name, and then click Make a Presenter. To allow this person to be the current speaker so that they can share their screen, click on the presenter and then click Set as Current Speaker.

An attendee has been promoted to presenter, but is not heard over the *TelSpan*Venue platform. What must the presenter do?
All presenters must click the Start Broadcast button so they can be heard. The Start Broadcast button is located immediately below the presenter's window in the upper left-hand corner. Also, test your microphone connection in our Microphone Settings Wizard under the Presentations tab.

How can I enlarge the video feed screen size of the presenters?
To adjust the video feed screen size, click and drag the icon in the lower right-hand corner and stretch towards the right.

Can I collect payments from invited participants with *TelSpan*Venue?
Yes. With the optional PayPal feature, you may collect payments from participants for events with your PayPal merchant account.

Are URL links active within slides for attendees viewing the presentation with *TelSpan*Venue?
Yes. Links are active within text chat and the slides of your presentation. A new browser window will open when attendees click the link. They will also be able to return to the presentation without any interruptions.

Troubleshooting

I have been invited to an event, but when I click on the meeting link, I get the message "We're sorry. The presentation you are trying to view is currently not active. Please try again later." What do I do?

First, confirm the time and date of the event. It may be that the host of the event has not made the session available yet. Check back in about five minutes. Once the session is available, you will be able to login to the event. Otherwise, please contact the event host directly for more information.

I think I have a Popup Blocker that is prevent me from joining the webinar. How can I join the webinar?
Pop-up blockers will need to be disabled for ***TelSpan*Venue** to function properly.

What do I do if I receive an "unable to connect to the presentation" error message?

This may indicate that you are behind a firewall that is not allowing you to connect to the webinar. Please visit our system test at www.telspanvenue.com/systemtest for more details regarding the current status of your system. If you are not able to connect to any RTMP or screen sharing ports, then you will need to adjust your firewall settings.

Attendees complain that presenter's audio is too loud. What options do attendees have to adjust volume?

Simply turn down the volume on your speakers or move your mouse over to the presenter for which you wish to adjust the volume. Note the volume level slider, audio mute, and video mute. Adjust the audio level by moving the slider to the left.

I'm hearing an echo in the webinar presentation when speaking. What can I do to eliminate the echo?

This is because your microphone is picking up the sound from your speakers. To reduce the amount of echo, move the microphone and speakers as far apart from each other as possible or turn your speakers down. We highly recommend using a headset which will eliminate the echo.

Why can't my audience hear me speak with the microphone?

Be sure to click Start Broadcast for the audience to hear you. Also make sure that your microphone is plugged in, and the volume is set accordingly. You can verify the microphone settings with ***TelSpan*Venue** by clicking Presentation – Microphone Settings. Also ensure that no other programs are using your sound card, such as Skype, or any other sound recording or playback program. Walk through our Microphone Settings Wizard under the Presentation tab to verify it is working.

Why can't my audience see my video feed?

Be sure to click Start Broadcast for the audience to see you. Make sure that your webcam is plugged in. Also, verify the video settings with ***TelSpan*Venue** by clicking Presentation – Video Settings. From the Video Settings Wizard, walk through the webcam set up, make sure your camera is selected and that you can see your image on the test window. Also ensure that no other open programs might be using your webcam, such as Skype, any other IM, or chat programs.

Screen Sharing

What do I need to screen share in *TelSpan*Venue?

***TelSpan*Venue** has a screen sharing plug-in that must be installed to utilize screen sharing. For Internet Explorer on Windows, this is a small ActiveX control. For Firefox or Safari on either Mac or Windows, this is a Java applet. Either way, it only takes a few minutes to install, and only the presenters who wish to share their screen need to do this install.

Why does the presenter's video freeze when screen sharing?

Screen sharing is a version of a video feed. To save bandwidth during the presentation, ***TelSpan*Venue** pauses the video feed so the screen sharing can have the clarity and speed to keep the quality of the presentation.

What if a participant can't see my screen when screen sharing with *TelSpan*Venue?

Try restarting the screen sharing session, closing the window, and reconnecting to the service, or have the participant log out and log back into the session. Be sure the participant has a wired Internet connection, not a wireless connection.

Why is the screen sharing slow/blurry/poor quality?

This often occurs because of an Internet connection issue, either on your end or on the participant's end. For optimal experience, we recommend a broadband connection. Set your screen resolution to a maximum of 1024x768. A viewer can also control how the screen is displayed. If it's too small, they can click Actual Size in the upper right corner of the window, and this will zoom in. Fit to Screen will make the presenter's screen fit in the screen sharing window.

TECHNICAL

What are the system requirements to host or attend a session with *TelSpan*Venue?

Minimum requirements to host or attend fully interactive meetings using ***TelSpan*Venue**:

- Microsoft Internet Explorer 7+, Mozilla Firefox 2.5+, Safari, or Chrome
- 1024 x 768 screen resolution
- Stable Internet connection, DSL or above
- Wired Internet connection; wireless is not recommended
- Flash Player 9
- Disabled pop-up blockers
- Webcam and microphone for presenters and computer speakers for participants

How can I convert video files that are not in Flash format so I may upload to *TelSpan*Venue?

There are many software applications available which can perform this conversion. A suggested program is Riva Flash Encoder. With this software, you can convert your video files to Flash (FLV).

What are the bandwidth minimum requirements for screen sharing?

To successfully broadcast with the screen share feature, the presenter will require a minimum of 256kbps (500kbps is recommended)

Can a PowerPoint presentation contain audio or video?

***TelSpan*Venue** does not support PowerPoint presentations with embedded media content. You do have the option to convert the media file to a Flash video (FLV), upload into ***TelSpan*Venue**, and play the file back during your presentation.

I have a PowerPoint file which exceeds the maximum file size. What can I do to reduce the file size without removing slides or splitting up the presentation?

It may be that your PowerPoint consists of many large images. Try compressing the images of your slides with PowerPoint to reduce the file size:

- Open PowerPoint presentation file
- Click File — Save As
- Click Tools from the upper right-hand corner of Save As dialog box
- Select Compress Pictures
- Change resolution to web/screen (96dpi), and then click OK.
- Rename file and save file as type Presentation.

Why is the presenter's video slow/choppy/poor quality?

This usually occurs due to an Internet connection issue. In order to ensure the best experience, we recommend a broadband connection. If you are on dial-up, here are some things you can try:

1. Make sure there aren't any other applications open that can consume your bandwidth, such as instant messaging, email programs, or other web sites.
2. Set your connection type to modem in the Connection Settings dialog if you have dial-up and set to DSL/CABLE/TI if you have broadband.

How do I verify microphone and speaker settings on a Mac?

Within System Preferences, check Sound and verify both input (microphone) and output (speakers) are properly configure and working. To avoid echo, be sure your computer speakers are disabled when using a headset.

Does *TelSpan*Venue support video playback during presentations?

Yes. With ***TelSpan*Venue** you can upload Flash video (FLV) or other video content to your presentation. Certain content can't be converted to FLV, but our system will attempt to convert most MPG, AVI, WMV, and QuickTime video files.

What if the presenter's screen is too small on my computer during screen sharing?

This is because your screen resolution or screen size is larger than theirs and your screen has to be compressed to fit on their screen. There are a few different options available:

- Recommended — Set your screen resolution to something lower than the presenter's, such as 800x600 or 1024x768.
- Have participants click on the Maximize Viewing Area located in the upper right corner of the content area.

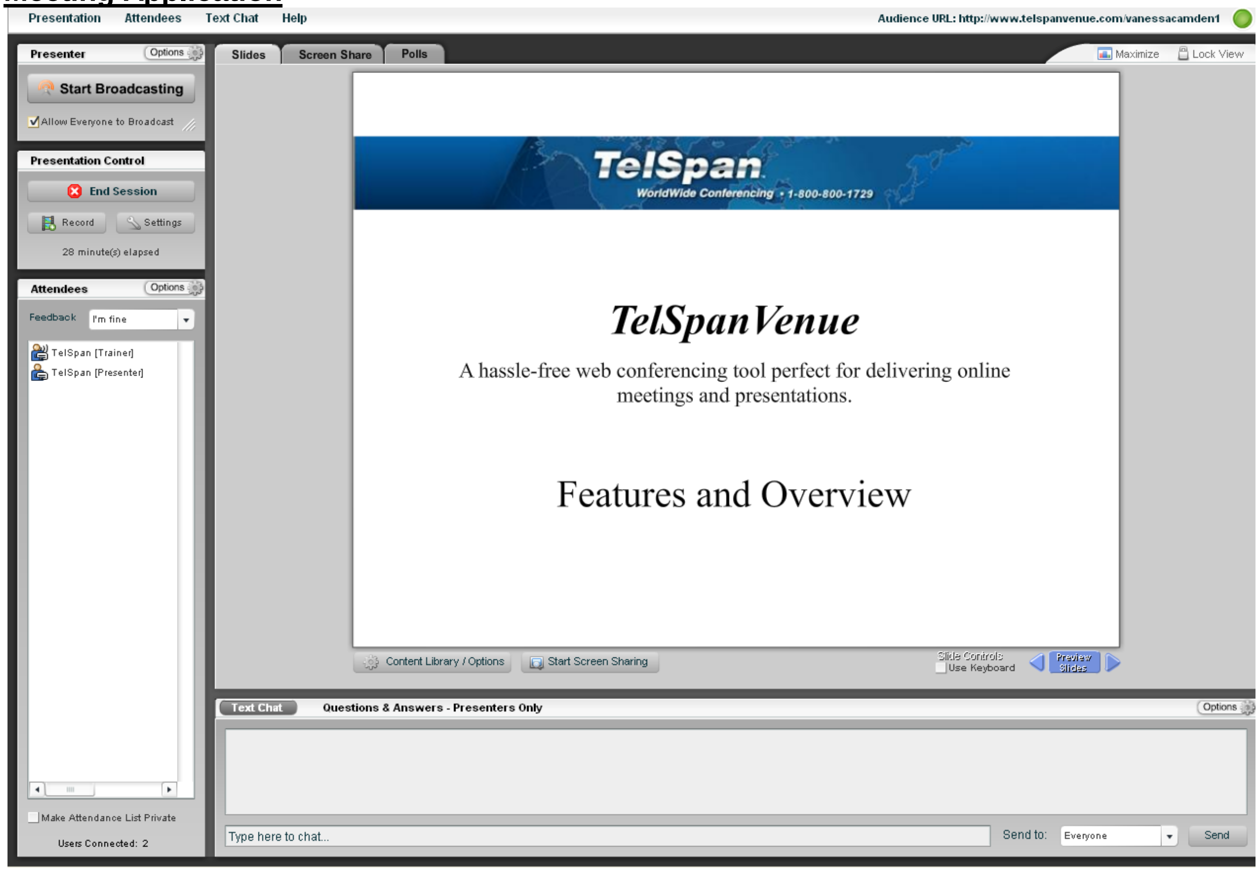
Main Page

This manual is divided into two main sections which cover the two different sides of your ***TelSpan*Venue** experience. The first side is the Account Manager, which is accessible from the ***TelSpan*Venue** website. The second side is the Meeting Application itself. The Meeting Application section will cover all aspects related to interacting with and controlling your meetings.

Account Manager

The Account Manager describes the controls and options available to you from the ***TelSpan*Venue** website. You start here every time you login to your account.

Meeting Application



The Meeting Application is what launches when you start a meeting or join an existing meeting. All meetings and events take place within the Meeting Application.

Account Manager

The Account Manager can be viewed as the back-end of your ***TelSpan*Venue** account. Through the Account Manager you will create your meeting rooms, schedule events, manage your recordings, and edit your personal information. Once you login to your account and you will be taken directly to your Account Manager.

Account Wide Options and Settings

The navigational tabs at the top of the Account Manager page allow you to view and edit settings that are account-wide.

Meeting Manager

The Meeting Manager provides an easy to navigate interface for managing your scheduled events, your recordings, and all the associated settings for each. If you need to invite more people, edit your registration form, cancel a scheduled event, or view your attendance reports, you can do so through the Meeting Manager.

Profile

This section contains your contact information as well as your meeting display name and time zone setting. This information can be edited at any time by clicking on the Edit button.

Meeting Wide Options and Settings

The navigation bar across the top of the My Account page is used to control options and settings that affect all meeting rooms or are related to specific events.

Create New Meeting Room

1. Click Create New Meeting Room.
2. Enter a name for your meeting room. This will be seen by your attendees in the invite email.
3. Enter the topic/summary of the meeting. This is optional and will only be seen by the account holder as a reminder of the topic/content of the meeting.
4. Enter a password (optional). If a password is entered, it will be included in the invitation and must be entered by each attendee to login to the meeting room. If this field is left blank, the meeting won't be password-protected and the attendees only need to enter their name and email address when logging in. If you wish to use a registration form with a password or use PayPal, a different security system is used.
5. Click Next. When prompted to load a PowerPoint presentation, click Skip. All presentations and other content should be uploaded to the content library which is accessible on the Account Manager page.

Please Note: To conduct a meeting with PowerPoint slides, a PowerPoint presentation must first be uploaded to your content library. However, a PowerPoint presentation is not required and you may conduct a meeting with video, audio, and/or screen sharing.

Recordings

If you have created any presentation recordings, they will be available in the Recordings section of the Account Manager under My Account. In this section, all of your recordings will be listed. Each recording has the following options:

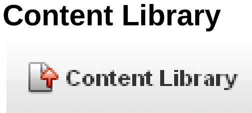
Edit Recording Info – Allows you to change the title, topic, and password of that specific recording. There is also the option of having the recording require a login, which will prompt the viewer for their name and email before they can view the recording. This option is useful for tracking who views your recordings.

Delete Recording – This will permanently delete the recording. Once the recording has been deleted, it cannot be restored. Use this option very carefully.

Play Recording – This will open a new window and play your recording.

Audience URL – This is the web address that you can send to people via e-mail or post on another website (such as your company website or a blog). When a user goes to this address, a window will open with your presentation.

Content Library



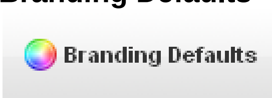
***TelSpan*Venue** offers you the ability to store presentation material in your Content Library. Your Content Library acts as a shared folder between your meeting rooms and allows you to store presentation files that you can use from any session, upload additional documents, PowerPoint presentations, and image and video files that you would like to use during your sessions. The supported file types are:

- avi
- doc
- flv
- gif
- jpg
- mov
- mp3
- mpeg
- mpg
- pdf
- png
- pps
- ppt
- pptx
- swf
- wav
- wmv
- xls

Registrations and Meetings

The Registrations/Meetings link offers an alternate way to get to the Meeting Manager.

Branding Defaults



Use this screen to view and edit the branding options for all your meeting rooms. These options will be used by all meeting rooms unless specific branding options have been set in a particular room. To brand a specific meeting room, from your Account Manager, click Edit Settings, and then click Brand This Meeting Room.
The branding options allow you to personalize ***TelSpan*****Venue** in a variety of ways. These options are broken down into three categories:

Profile Picture

The profile picture allows you to display a photo, logo, or image in the meeting application whenever you are not broadcasting video. Simply click Upload Profile Picture, and then click Browse. Once you have located the picture you would like to use, double-click it then click Upload. Once uploaded, your picture will automatically be re-sized to fit into a 400x300 box. The aspect ratio of the image you upload will be maintained, so it will not be distorted, merely re-sized until it fits in the reserved space. At any time, another picture can be uploaded to overwrite this picture, or it can be deleted by clicking Remove.

Logo

This picture will be displayed on the login screen, as well as the registration and survey forms for your meetings. The process for uploading, changing, or removing the picture is the same as for the profile picture.

Background Image

The background image allows you to give your meeting room a custom feel, using your company colors and logos. Upload your own or select from our pre-designed backgrounds. Depending on the image you select, you may wish to take advantage of the stretch to fit option available within Meeting Application.

Once you have a background image set, you can then select where on your background the meeting application will reside. Using the selection tool, you can position the meeting application at a particular spot on your background to ensure that certain sections of your background image are always visible.

Background Color

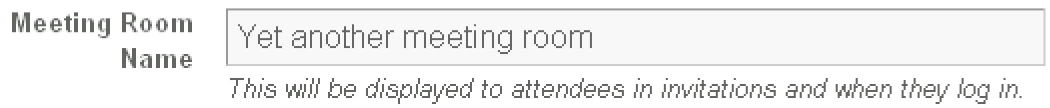
The background color will be displayed any place in the browser window that is not covered by the background image and may be used in lieu of a background image entirely in order to add a background color to your meeting.

Meeting Control

These six buttons are used to setup and edit a meeting room's options and settings.

Edit Settings

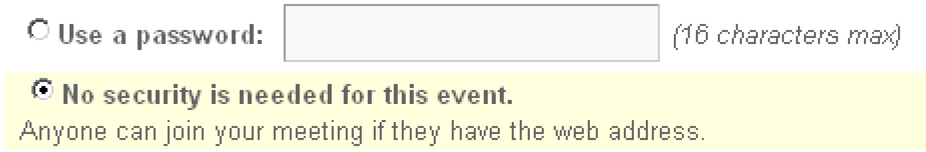
This button will allow you to edit the following settings for this meeting room.



Editing this field will change the name of your meeting room, which will in turn affect the default meeting title text in the invitations you send out.

Security

You have the option of setting a password for your meeting room. If you set a password, attendees will be required to enter this password before they can join your meeting. You can edit this setting at any time.



Exit URL

Upon ending a session you can direct all your attendees to a URL of your choice. Enter the web address of the page you wish your attendees to see after ending your session. (They will automatically be redirected to this page.) You can update or remove this address at any time.

Active

If you no longer wish to use an individual meeting room, or simply wish to hide it from view for a period of time, you can set it to inactive. To do this, simply remove the check from the Active box. Inactive meeting rooms will not be displayed by default on your Account Manager page.

In order to view them again, you will need to check the ☐ Show Inactive Meeting Rooms box at the bottom of your Account Manager page.

Advanced Options

If you click Advanced Options, you will have access to the following options.

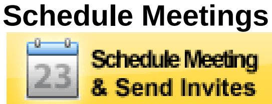
This button will allow you to permanently delete a meeting room. As this option cannot be undone, we recommend against using this feature. Instead, it is suggested that you rename the meeting room in order to re-purpose it or set it to inactive to hide it from your main Account Manager view.

If you are editing the settings for a meeting room that is currently hosting an active meeting, this button will be available. This button allows you to end that meeting from your Account Manager. It will close the meeting room and disconnect anyone who is currently inside. This function is the same as clicking End Session from inside the meeting room.

Upload Slides

This button is used to upload and associate a PowerPoint presentation with a particular meeting room. Only one presentation can be placed in this location at a time. If you wish to update your presentation to a newer version you will need to overwrite it by uploading your new presentation. If you wish to remove a presentation you will need to overwrite it by uploading a new presentation. **Note: This location is not the Content Library.**

Schedule Meetings and Send Invites



The schedule meetings and send invites feature is where you can invite attendees to your meeting, gather information about them, and monetize your meeting. This is also where you schedule an event. The system will then manage upcoming events as well as automate reminders. Keep in mind that these steps are not necessary to have a meeting, unless you wish take advantage of our invite, registration, PayPal, and/or survey options.

Manage Polls

This tool allows you to create new polls and edit existing polls. On this page you will also find the cumulative results for all active polling questions.

Add a New Poll

This option will allow the creation of a new poll to be used within this meeting room via the Polls tab. Enter your question - or any other text you would like displayed in the poll topic field. The answer fields allow you to select up to five different answers attendees can choose from. Click Add Poll when done to add the poll to your meeting room.

Edit Poll

To edit an existing poll, click the Edit Poll link, located to the right of the poll question. This will allow you to change the topic, answers, or even number of votes for each answer. Click Update when done. You can delete the poll by clicking Delete This Poll Permanently located at the bottom of the screen.

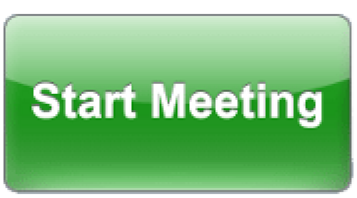
Preview Slides

To preview your presentation and view the slides, click Preview Slides. The slide preview will allow you to view each slide in your presentation to make sure you have all the slides you need before the presentation starts. Click Next Slide or Previous Slide to view each slide. If after previewing your slides you'd like to modify the presentation, click on Re-Upload Your Slides located at the top of the page.

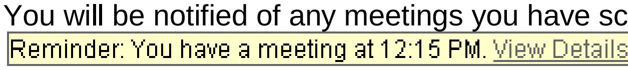
Reports

The Reports button will take you to the reports available for this meeting room.

Starting Your Meeting

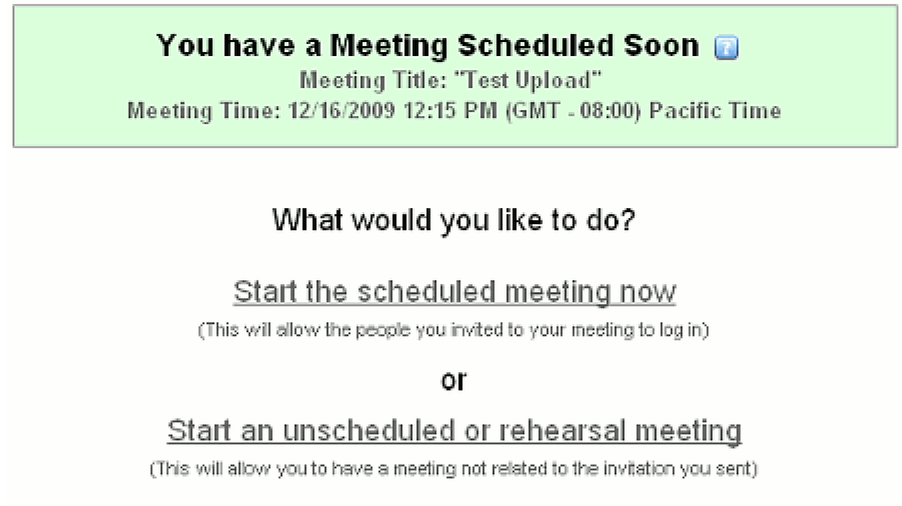


To start your meeting, click on the green Start Meeting button for the meeting you wish to start. You will be notified of any meetings you have scheduled for that day by a notification box.



.

If you have a scheduled event and you click Start Meeting, you will be asked whether you want to start the scheduled meeting now or start an unscheduled or rehearsal meeting. If you choose to start your scheduled event, that event will be considered completed and will no longer be available to you or your attendees. If you need to run some pre-meeting tests, make sure you choose to start an unscheduled meeting.



Meeting Application: Conducting a Meeting

Start your meeting

Once a meeting room has been created, it can be started at any time to allow your attendees to join the meeting. If your meeting is scheduled, it is recommended that you start your session 15 minutes before the time scheduled to allow for your audience to login. To start your meeting, enter your session; simply click on the green button that says Start Meeting. Once this is done, a new window will open and the meeting application will start.

About User Roles

In an online presentation, there are three types of users.

- The Speaker – This status designation is used to determine which user may control which tab is active in the content presentation module. Only the the user who is set as Speaker can screen share or conduct polls. The Speaker also holds the role of Presenter, however there can be Co-Presenters, who help the Speaker with the flow of the meeting. The account holder is made Speaker when they open the room and while there can only be one user set as Speaker at a time, the role of Speaker can be assigned to anyone who is a Presenter.

- Presenters – This role is similar to the Speaker, however, a Presenter cannot change the tabs in the presentation control module. A presenter may broadcast using the Presenter Broadcast module. There can be many Co-Presenters, each of which has control of the text chat, attendance settings, and the content within the current tab of the presentation control module. So while a Presenter cannot change the currently active tab, they can control slide advancement and the loading of content into the content presentation module if it is currently active.

- Participants – Participants have limited control over the presentation. They can interact with Presenters using the status indicator and text chat, as well as participate in polling. If a

Presenter chooses, they can allow Participants to interact with a white board and/or broadcast audio and video as well.

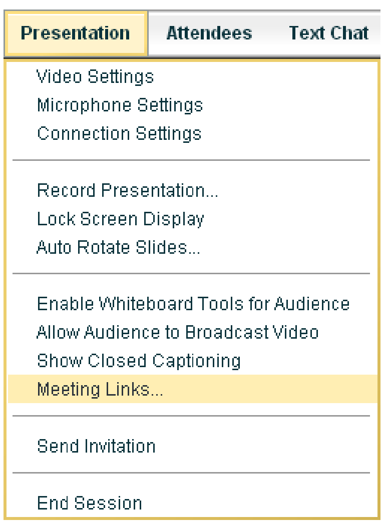
About the Options Button

- The "Options" button is used throughout the presenter control application to control various functions of the application. Wherever you see it, it means that there are settings or options for that module. Simply click on it and you will see a menu unfold. That menu will contain the options for that specific module, giving you access to more control and features.

Meeting Application

The meeting application is composed of five separate modules and a top level menu bar.

1. Application Menu Bar—Menu at the top of the application which gives access to the majority of features and configuration options available.
2. Presentation Session Control Module—Start or end a session and control recording settings in the presentation control module.
3. Presenter Broadcast Module—Displays and controls the broadcasting of live audio and video.
4. Attendee List Module—View and control the list of attendees in the attendees module.
5. Text Chat Module—Send and receive private and public text messages and adjust chat settings.
6. Presentation Content Module—Displays slides from a PowerPoint presentation, media from your content library, polls, and screen sharing as well as configuration options for each.



Application Menu Bar

The menu bar at the top of the presenter control application gives access to the majority of settings and options available. The menus items on the left of the menu bar match many of the settings available in each individual module's options button. One notable exception to this option replication would be the meeting links feature.

Meeting Links

From the presentation menu, if you select the meeting links option you will be able to setup a custom drop down menu for sharing multiple links with your audience. Once the meeting links

menu opens, you will be able to enter the web address you wish to link to as well as the display name for the link. As you enter links they will be listed below so that you can verify your URL and display names.

After you complete this setup process, click Save to save your links and then Display to make the meeting links menu available to your attendees.

Audience URL

The audience URL displays the web address to be given to your audience members so that they can log in to the web conference. The green light at the end is the connection quality indicator. It will change colors based on the quality of your Internet connection.

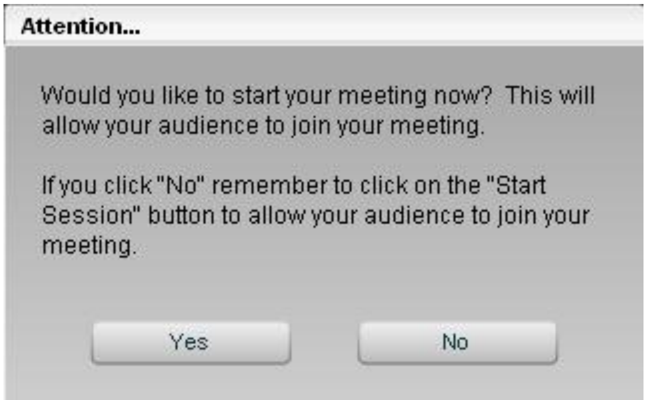
- **Green** - Your connection is fast and reliable.
- **Yellow** - Your connection is slow and data may be lost during transmission. This is likely a problem with your Internet connection provider.
- **Red** - You've been disconnected from the conference. When this happens, a screen will appear informing you that you've been disconnected and the application will try to reconnect to the conference.

Clicking on the connection quality indicator will display the following information:

- **Latency:** This is the delay between you and the conferencing server.
    - If it is < 100ms then you are experiencing the conference in near real-time.
    - If it is 100ms - 500ms you are experiencing about a half a second delay.
    - If it is 500ms - 1s then you are experiencing about a second delay.
    - Anything over 1 second and your Internet connection may be very slow and you may experience delays in slide changes, listening to audio, video, etc.
- **Up:** Displays the amount of data you're currently uploading to the conferencing server.
- **Down:** Displays the amount of data you're currently downloading from the conferencing server.

Presentation Session Control Module

When entering the meeting application for a new session, you will be prompted to start the session now or later.



Clicking Yes will start the session immediately. From this point on, attendees will be able to login to the presentation. This is the same as opening the doors to a virtual meeting room. Clicking No will let you enter the presentation before allowing attendees to join. Use this opportunity to make any final preparations before your attendees have logged in.

If you previously clicked No, once you are ready to start the presentation, use the presentation control module to start your session.

When you wish to end the session, simply click End Session.

Once you have clicked End Session, you will be prompted with a dialogue box. If you did not set up an exit URL when you created the meeting room, you can populate the exit URL field now so that your attendees will be taken to the address of your choice upon the closing of the session.

Sessions Settings button

The Session Settings button will bring up a screen with additional settings for this session.

Lock - Clicking Lock will lock your session, and not allow any additional participants to enter. You can click the button again to unlock the room.

Allow Overage - Clicking this button will increase the capacity of the room to 500 users, allowing you to host more people than your subscription plan supports. You will be billed on a per-minute basis for the additional users entering the room. This is a quick and convenient way to increase the capacity of your presentation session without increasing the capacity of your plan.

Stretch Background - If you have set up a meeting application background image, selecting this option will stretch that background image to fill the entire browser window. This option provides you with more options when it comes to resizing the presenter's broadcast video.

Close - This will hide the Session Settings panel

Recording
***TelSpan*Venue** allows you to record your presentation and have it available for playback at any time. Using ***TelSpan*Venue**, you can record all aspects of your presentation. To record a completely VoIP conference, select Recording from the presenter broadcast module settings menu. You will then see the following screen:

Start Recording – Starts recording your presentation. Once the presentation is being recorded, this button will say Stop Recording.

Stop Recording – Stops recording your presentation.
Once you've stopped the recording process, you can resume it. If you click Start Recording again, you will be prompted to overwrite or append your original recording. If you choose Overwrite, this will delete the previous recording, and start a new one. If you choose Append, this will add the new recording to the end of the previous recording. Once it is played back, the gap will be seamless to the viewer. You can manage your recordings from the Account Manager, in the Recordings section.

To create a recording of a live meeting using an audio bridge:

1. Select Connect to ***TelSpan*** Conference Call from the Presentation menu or press Ctrl + Shift + Up. A dialogue box will be displayed.
2. Type your ***TelSpan*** dial-in number in the field next to Number to Call.
3. Type your host conference code in the field next to Passcode.
4. Click Connect.
5. Once connected, click Start Broadcasting Call Audio.
6. Click Close. The teleconference audio is now being transmitted to the web platform and heard over computer speakers. This line will automatically disconnect when you end your session.

This will record everything that an attendee would see in your meeting.

Presenter Broadcast Module
In order to broadcast video or audio, you will need to give Flash permission to access your webcam or microphone device.

Once Flash can access your device, a wizard will open which will guide you through the set up process. The first thing that will be configured is your microphone.

Setting Up Microphone

Initial Setup

If you need to access this wizard again, at any time you can launch it from the Presentation Menu --> Microphone Settings. The wizard will start off by instructing you to verify your microphone is properly connected to your computer and to make sure any other applications which might be using the microphone have been closed.

Echo Cancellation

Checking this box will activate an echo cancellation feature which will attempt to cancel any echoes or feedback loops that arise from presenters not using a headset (which is the recommended method of broadcasting audio). Check this box only if you wish to activate this feature. If you are not using a headset, but you are the only presenter, you do not need to check this box.

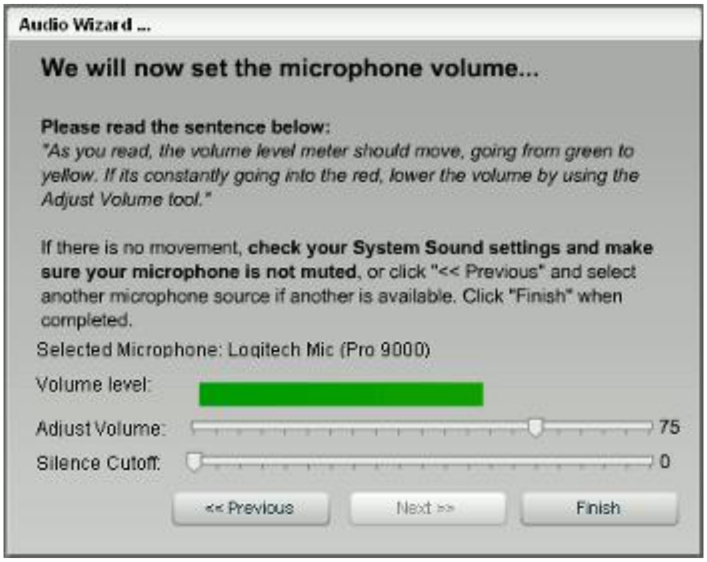
Speaker Test

You may use this button to quickly test your current speaker set up. This will confirm that you will be able to hear any presenters who are broadcasting audio.

Select Microphone Device

If you have multiple microphones or wish to use a microphone that is not currently set as your operating system's default microphone, you may select it from this menu. Whether you have one microphone or eight, it is always a good idea to verify that the correct microphone is selected before moving on.

Setting Volume Levels



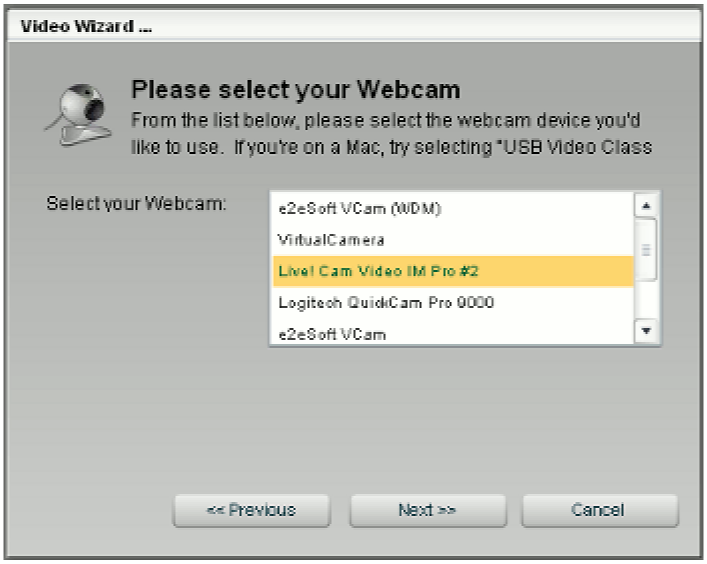
On the last page of the audio wizard, make sure that your microphone sound level is set correctly by using the adjust volume slider to raise or lower the volume of the microphone. Optimally, when you speak into your microphone, it should go from green to yellow. If it's always fairly low in the green, increase the volume by moving the slider to the right. If it's usually in the red, decrease the volume by moving the slider to the left.

The silence cutoff slider is useful in noisy environments, where background noise can still be heard when the presenter is not talking. The slider can be adjusted based on the volume level when the presenter is not speaking. This will mute the microphone two seconds after the presenter stops talking. When the silence cutoff threshold is activated, the volume level meter will fade out, indicating that the microphone was muted. When the presenter begins talking again, the microphone is un-muted and the volume level meter should display in full color again. Setting the silence cutoff to 0 will guarantee that the microphone is never muted due to silent spots in the conference.

Setting Up Webcam

After completing the audio wizard, if you are using a video plan, you will see the video wizard which functions in much the same way. This wizard is also accessible from the Presentation Menu under Video Settings. Please close and exit out of any applications (e.g. Skype, any other IM, or chat programs) which may be accessing your webcam.

Select Webcam



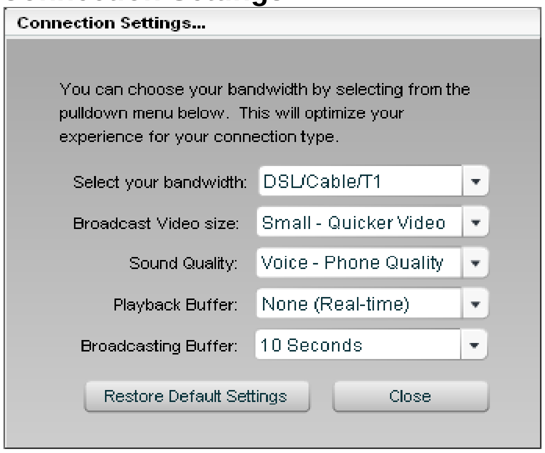
From this screen you will be able to select your video device. Make sure you have selected the proper video device from this menu before proceeding.

Verify Video Feed

If you selected the correct device in the previous step, then you should see yourself on this final screen. If you see yourself then you may click Finish. If you do not see yourself, go back and

verify that you selected the correct webcam. Also make sure that you have completely exited out of all programs which might be accessing your webcam.

Connection Settings



Connection Settings - ***TelSpan*Venue** works best when optimized for your Internet connection. Click on Connection Settings to tell ***TelSpan*Venue** what type of connection you are currently using.

Video Size - Select the size of the video being broadcasted to your audience:

Small – Quicker video broadcasts an image 160 x 120 at 12 frames per second.
Large – Slower video broadcasts an image at 320x240 at 6 frames per second. It is best to use this option if you have resized the video to be larger than the original 160x120 size.

Sound Quality - Select the quality of the sound being broadcast. The higher the quality, the more bandwidth is required and may take away from the quality of the video:

Voice – Phone quality broadcasts at 8khz per second.
Voice – High-quality broadcasts at 11khz per second.
Music – High-quality broadcasts at 22khz per second.

Simply select your connection type and additional options and click Close. ***TelSpan*Venue** will then be optimized for your Internet connection. You can also adjust your playback and broadcast buffers from this menu. It is strongly recommended that you do not alter these buffering settings unless you have a good reason to do so.

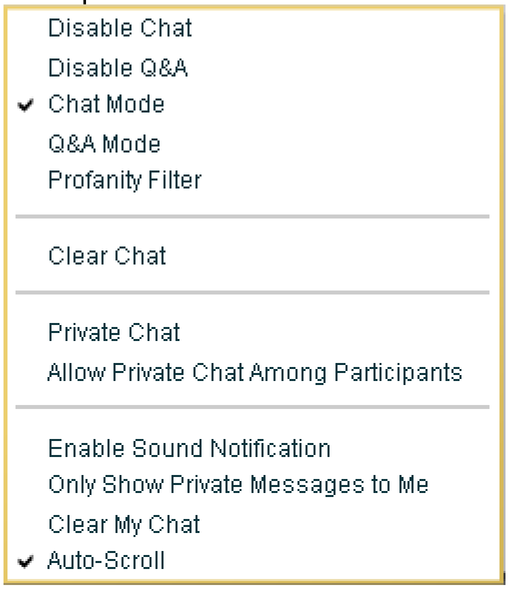
Use Restore Default Settings to clear out your temporary Flash files and restore your settings to their defaults. This is useful if you have previously changed your settings, but no longer wish to use these custom settings.

Text Chat Module

The text chat module has two different modes, text chat and Q & A. Text chat mode works like many popular instant messaging and chat rooms currently available on the Internet, while Q & A mode offers a more structured alternative for handling questions from an audience.

The Text Chat Module Options Menu

The Options button in the online chat module gives you the following options:



Public Chat (Default) — In public chat mode, anyone can view the messages sent. This allows for attendees to interact with each other as well as the presenter.

Private Chat — Private chat mode blocks the attendees from chatting with each other. In private chat mode, messages sent by attendees will only be viewable to presenters. Messages sent by a presenter will be viewable by everyone.

Allow Private Chat Among Participants — This allows attendees to chat privately with other attendees.

Disable Chat — Blocks any user, presenter included, from sending a new message.

Clear Chat — Deletes all messages in the online chat module.

Clear My Chat — Clears your display, but does not affect anyone else's chat box.

Only Show Private Messages to Me — This option will only display messages sent directly to you, by selecting your name from the Send To pull down menu. You will not see any other messages from your web conference if this option is selected.

Enable Sound Notification — If this is enabled, the system will emit a small beep whenever a text message is received. This is ideal for screen sharing sessions when the text chat module is out of view.

Profanity Filter — Enables the censoring of profanity from the text chat window.

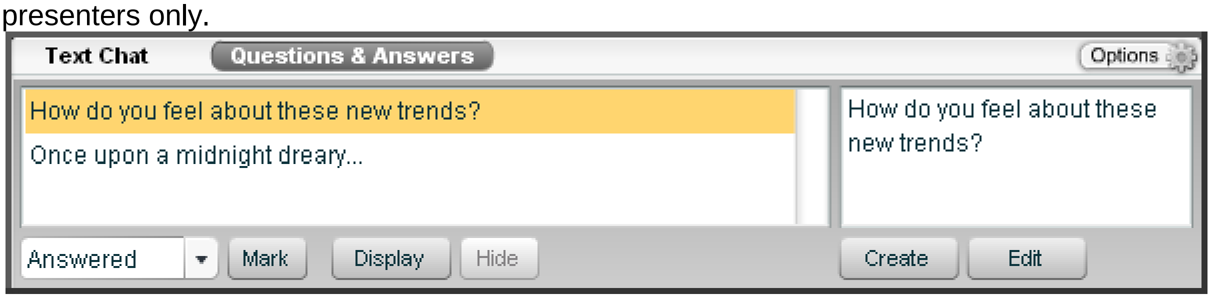
Text Chat Mode

In text chat mode, the module contains an area that will present all messages sent by both the presenter and the attendees. Type the message you wish to send in the box. Simply enter your message and click Send to the right (or hit Enter/Return) and all attendees will see your message.

The Send to Option — Using the Send To option, the presenter can direct where this message will go. A presenter can select to send a private message to another attendee, a message to all presenters, or a message to everyone. If Private Chat for Participants is enabled, attendees can do this as well.

Question & Answer Mode

The Q&A mode is an alternative to normal chat mode that can run at the same time as, or as a replacement for, the normal chat feature. To enable it, you need to click Enable Q&A from the options menu in the text chat module. When disabled, it will still be active, but for the use of presenters only.



Q&A mode allows attendees to submit questions which are entered into a queue viewable only by presenters. Presenters can also enter questions via the field on the right side of the module. Q&A mode and chat mode can be toggled by clicking on the name in the title bar of the text chat module.

Create — This will allow access to an empty field in which to submit a new question for the queue. Click Submit when done.

Edit — When pressed after selecting a question in the left-hand queue field, this will allow the question to be edited in the right-hand field and resubmitted.

Mark — This will change the status of the selected question to that of the selected status from the drop-down menu. All questions are submitted in the unanswered state. The unanswered state is the only viewable state by default. If you would like to see questions that have been marked as answered or ignored, you can select these statuses from the text chat module options menu while the Q&A module is active. If you do not wish to see any status, you can remove the check mark in the same fashion.

Display — This will temporarily replace any content in the slides window with a large viewable version of the question. Clicking Hide will remove this question from the interface and redisplay the original content in the slides window.

Attendee List Module

The attendee list displays the current list of attendees. Your name will always be labeled as a presenter and will be at the top of the list.

Clicking on one of the attendees will give you the following options:

Disconnect — This will remove the attendee from the presentation.

Clear Status — This will clear the current status of the attendee and set it back to I'm Fine.

Allow Sharing — This will allow the participant to share their webcam and audio, depending on your current plan type.

Make Presenter — Promotes the attendee to presenter status. The attendee now has the ability to perform all of the functions of a presenter.

Remove Presenter — Demotes the attendee to a regular attendee status.

Set as Current Speaker — Make the attendee the active speaker. Once an attendee has been promoted to presenter they can then be set as the current speaker. There can only be one current speaker in a conference at any given time.

Settings
When you click on the Options button in the attendee list, you will see a menu with the following options:

Make Attendance Private — Hides the attendance list from the participants. They will not be able to see who else is attending the meeting.

Make Attendance Public — If you have made the list private, this option will make the list public, allowing the attendees to see the attendee list. The attendance list default view is public.

Enable Log-In Sound Notification — If this is enabled, the system will emit a small beep whenever a new attendee joins the session.

Send URL to the Audience — This option allows you to send a link to your audience, which will open a new browser window. Simply enter the web address in the Web Page Address field, and click Browse.

Note: This feature will open a new window, possibly covering the existing meeting window. It's recommended that you use this at the end of your meeting, to send your audience to another destination page, such as a survey, purchase page, sign-up page, etc.

Audience Status — This sub-menu displays a summary of current attendees' mood status, and also allows you to reset their status. This feature is great for quickly gathering feedback from the audience without launching a poll.

Refresh List — Refreshes the attendees list. This option appears if the room has more than 100 attendees connected.

Status Indicator
Your audience can use the attendee list to let you know if they have a question or to indicate their state. When they select an option, you will see an icon by the attendee's name. The pull-down menu gives them the following options:


I'm fine


I have a question

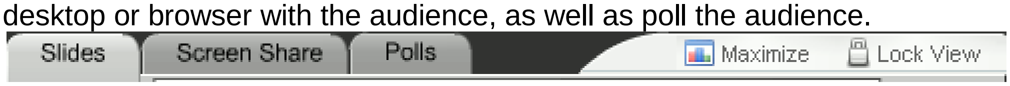

Slow down


Speed up


Yes / I agree


No / I disagree

Presentation Content Module
The presentation content module is the heart of the meeting application. This central module allows the presenter to display a PowerPoint presentation, play multimedia files, share their own desktop or browser with the audience, as well as poll the audience.



A useful feature of the presentation content module is the ability to make it take up the full screen of your web conference, so that your audience members focus on your content. To make the presentation content module full screen, click Maximize located at the top right corner of the presentation content module. Once maximized, or otherwise resized, this view can be locked by clicking Lock. This will disable an attendee's ability to individually re-size their modules and ensure the attendees are seeing what you see. If you wish to return to the default layout simply click Restore.

The presentation content module's three main functions are:

- Slide Tab—Display slides or other uploaded content.
- Screen Sharing—Display your desktop to your attendees.
- Polls Tab—Setup polls and display them to your attendees.

Each function is contained in its own tab accessible at the top of the module.

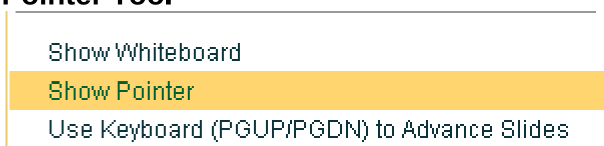
Slide Tab

The slideshow controls are in the lower right-hand corner of the slide. These controls are used to select your PowerPoint slides and progress through your presentation.
To move to the next slide or to go back one slide, use the arrows of the slideshow controls. Use the forward arrow to view the next slide. Use the back arrow to view the previous slide.
To use your keyboard to control slides, simply check the Use Keyboard check box and use your page up and page down keys on your keyboard. This can also be used with USB presentation controllers available from your local electronics store.

A slide can be also chosen from the presentation and shown to the audience without having to move the slides forward or backward.

Click Preview Slides. A small box will appear over the presentation that will show the first slide of the presentation. This will not be visible to the audience. Use the forward and back arrows to find the slide. To display the slide to your audience, click on Select Slide. Close the Preview Slides box if you don't want to display a selected slide to the audience. The view for the audience will still be the last slide they were viewing.

Pointer Tool



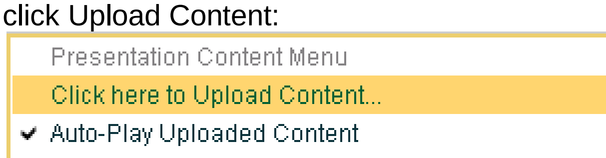
To activate your pointer, click 

, then click Show Pointer. A red arrow will appear with your name on it. Every presenter can use the pointer function, and each pointer will represent the presenter's name. Click anywhere on the slide and the pointer will move to that location. Once finished using the pointer tool, simply click Options, and uncheck the Show Pointer check box.

Upload Content

***TelSpan*Venue** allows you to upload additional content during your presentation. You may upload additional PowerPoint presentations or JPG files, Flash Video (FLV) or Flash Animations (SWF) at any time while you're on the slides tab. To do so, click on the Content Library / Options button at the lower right corner of the slide. 

After clicking the button, click Upload Content:



This will bring up a dialog to allow you to upload additional content. Simply click Browse and select a file from your computer's hard drive. Once the upload is complete, your content will load inside the slides tab. Uploaded content can be the following formats:

- avi
- mp3
- ppt

- doc
- flv
- gif
- jpg
- mov
- mpeg
- mpg
- pdf
- png
- pps
- pptx
- swf
- wav
- wmv
- xls

Note: Files uploaded in this manner will be deleted at the end of the session.

Uploading Video

If the content that you upload is a video file (AVI, MOV, MPG, or FLV), a video player will load in the slides tab allowing you to control the playback of the video. If you are concerned about attendees joining your session during video playback, the default video playback method attempts to catch late attendees up to the current point in the video. The goal here is to provide as uniform an experience as possible. However, you may choose to have any attendees who join during video playback start from the beginning of the video and continue playing until either the video stops or the Presenter changes the content in the content presentation module. To enable this function, check the appropriate checkbox at the bottom of the video player.

Here are a few guidelines to ensure the best viewing experience for your audience:

Try to keep your video files small - about 5MB max and only a few minutes long. Once the video upload has completed, wait about a minute until you click the Play button on the interface. This is to make sure that your attendees have had enough time to buffer the video and so that they all view it at the same time. If you use the video scrubber to jump ahead into the video clip, users with a slower connection may require more time to catch up, and may get out of sync. The system will attempt to convert any video file (AVI, MPG, MOV) to FLV format, but it may not be able to convert successfully depending on the code that was used to save the video file.

Uploading SWF Content

To upload SWF content, please adhere to several guidelines. Creating your SWF file based on these guidelines will ensure that it will look and play its best inside your web conference. To create dynamic, animated Flash content for use in the web conferencing system, you will require the Flash authoring tool, and preferably some Flash authoring experience or a qualified flash developer.

Here are the main guidelines:

There must be content across the entire width/height which you wish to see in the loaded presentation. You can replace it with your own background, but it should cover the entire area of the document.

Create a movie clip for each frame, and put each slide's content inside the movie clip. This way, each slide can have animation. Make sure to put a stop () at the end of each movie clip animation. The presentation movie should include a slide on each frame. The presentation content module will take care of advancing and rewinding frame-by-frame. Be sure to include a stop () on the first frame of the presentation.

You should not override the onClipEvent (KeyDown) handler in your presentation movie, because the system cannot keep it from processing keyboard events. Also, do not include too much Action Script programming as it will run inside the main web conference and may interfere with your live webcast. Keep in mind that any interactivity you create will run independently for each participant and will not be a shared experience for everyone.

By following these general guidelines and consulting with support technicians, you can create a highly dynamic, compelling, and interactive live webcast.

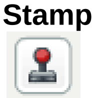
Whiteboard and Annotation Tools
Selector

The selector tool is used to select multiple shapes at once, by clicking on the stage and then dragging over the shapes. If all the shapes selected are of the same type, the toolbar for that shape will be visible, so specific shape properties such as fill, line, etc. can be edited at once. All these shapes can be dragged at the same time and will be moved using this tool.
Note: This tool DOES NOT show a cursor for your audience.

Text

The text tool allows textual annotation on the board. It features customizable text, font color, and font size. To use this tool, select it and drag it on the stage. This tool has a minimum size of 40 x 22. Because the text area is selectable, the method of dragging this tool is different to other tools. It has a custom editor with a circle handle in the middle for dragging.

Stamp



The stamp tool has a selection of shapes that are useful in diagrams.

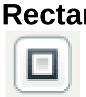
Freehand

The freehand tool enables any shape to be drawn. It has no resizing capabilities. Its editor draws a rectangle around the shape to make it obvious when it’s selected.

Line

The line tool is great for flow charts or some kind of visual model for any represented schedule or flow diagram. It not only draws straight lines, but also has two arrow endings to choose from on either side. This shape is completely resizable with customizable thickness and color.

Rectangle



A fundamental shape for drawing, data visualization, etc., its variables include fill color, line color, and line thickness and it is completely resizable.

Oval

The oval tool is another fundamental shape. It also includes fill color, line color, and line thickness as customizable properties.

Triangle

The triangle has similar properties to rectangles and ovals including fill color, line color, and line thickness. It also includes a type of triangle option: equilateral triangle or right angle triangle.

Eraser

The eraser is used to remove shapes drawn on the whiteboard. Simply select the eraser and click on the shape you want to remove.

Shortcut Keys

Keys can be used to move shapes on the whiteboard. Up, down, left, and right can be used (together e.g. up and right) to move one shape or a selection of shapes. By using the shift key, the shapes will move 10 pixels instead of a single pixel. To delete a shape or a selection of shapes, you can also use the delete key.

Clearing the Whiteboard

Click on this button to clear the whiteboard of all the markings that have been made on it.

Multiple Pages:

The whiteboard can remember all the markings for each slide you've made, so if you make some annotations on slide five, then go to slide six and make some annotations, when you return to slide five, your prior annotations will still be there.

Enable/Disable Audience Use of the Whiteboard:

To enable the attendees to use the whiteboard, click on the Presentation Menu -> 'Enable Whiteboard Tools for Audience'. When they have access to use the whiteboard, they can also add or remove a whiteboard slide at any time. Audience members can also clear the whiteboard.

To disable the attendee’s use of the whiteboard, click on the Presentation Menu -> 'Disable Whiteboard Tools for Audience'. By disabling this feature, the audience will not have use of the whiteboard or annotation tools.

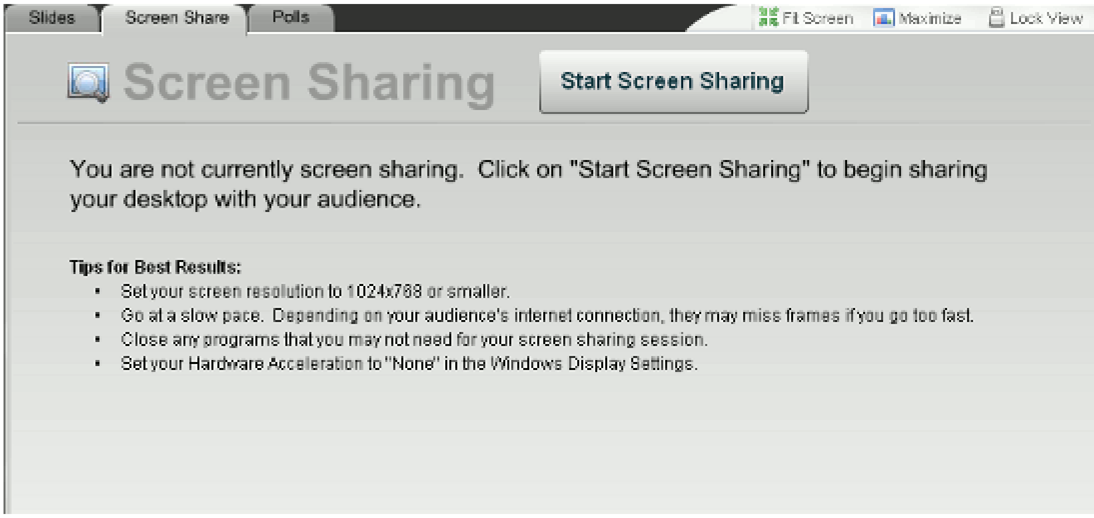
Screen Sharing Tab

The screen sharing tab allows you to share your desktop with your audience. Using this function you can walk through processes that do not lend themselves to a PowerPoint presentation. Please keep in mind the following tips in order to ensure the best experience for your attendees.

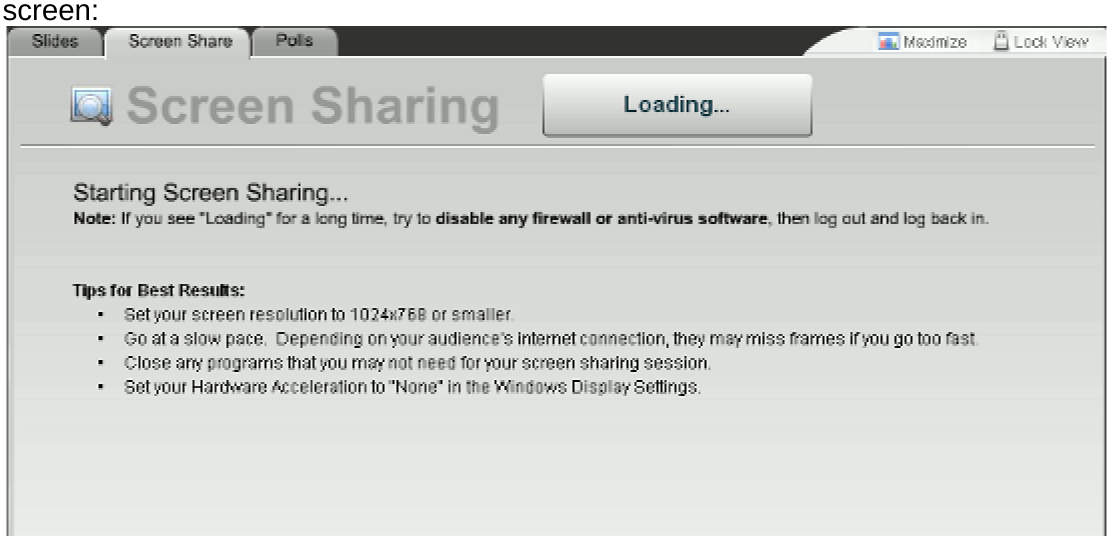
- Set your screen resolution to 1024x768 or smaller. This will make it easier for your audience to view your entire screen as well as making the screen sharing require less bandwidth.
- Go at a slow pace. Depending on your audience's Internet connection, they may miss frames if you go too fast.
- Close any applications that you do not need for the screen sharing.
- If on a Windows-based system, set your hardware acceleration to none in the Windows display settings.

Additionally, your attendees will have the option of adjusting their viewing zoom level. The default zoom is to display the screen sharing stream at Actual Size. This will generally result in scroll bars and may require your attendees scroll their viewer in order to see a particular section of your desktop. Alternatively, they may select to zoom out and view the entire desktop at once by clicking on Fit Screen.

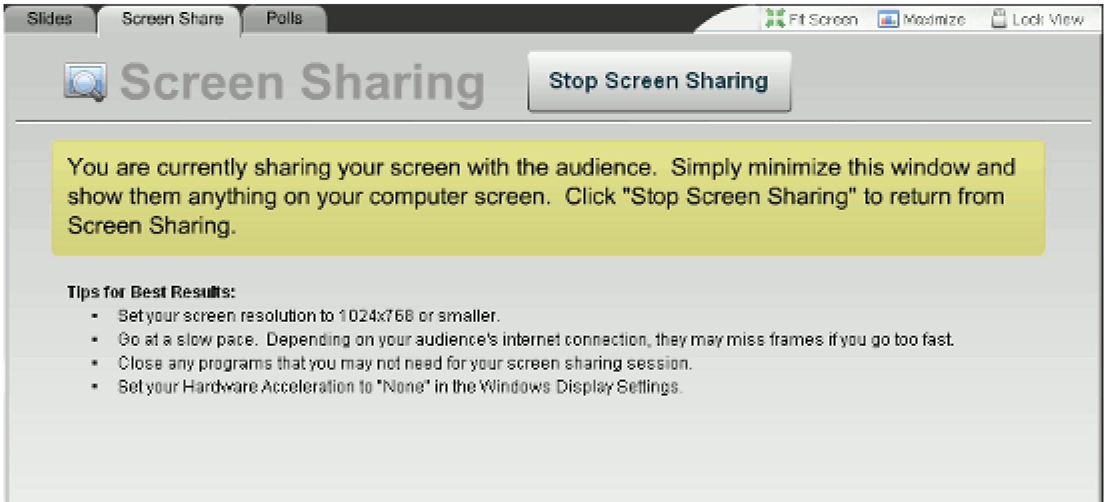
Once you have selected the screen sharing tab, you will be presented with the following screens:



Selecting Start Screen Sharing will load any necessary plug-ins or applets your system needs in order properly share your desktop. Again, please also make note of the tips offered on this screen:



Once you have selected Start Screen Sharing, the screen will reload and indicate that it is loading. As indicated here, if you see loading for a long time, try to disable any firewall or anti-virus software, then log out and log back in.



Once screen sharing has loaded successfully, you will see a message indicating that you are currently screen sharing. To share a website or particular application, minimize the meeting application and proceed on with your presentation. When you have finished the screen sharing portion of your presentation, return to the meeting application and click Stop Screen Sharing.

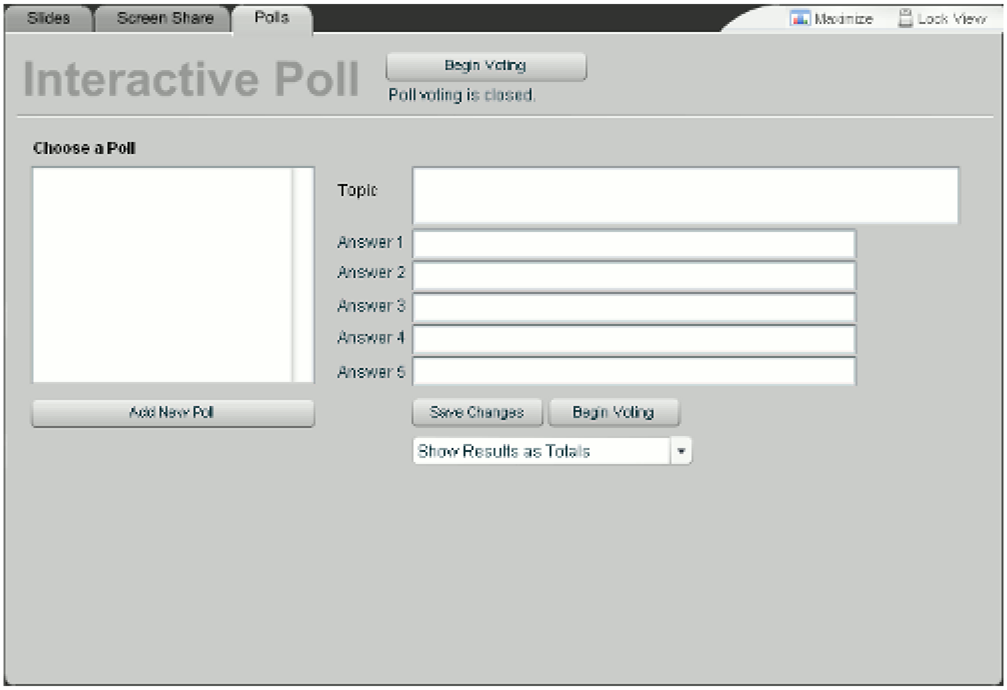
ActiveX

For Internet Explorer users on Windows systems, we provide the ActiveX screen sharing plug-in to allow screen sharing to occur. The ActiveX screen sharing component can be installed during or prior to your presentation. To install during your presentation, simply click install plug-in on the screen sharing tab and follow the onscreen instructions. This is also available for install via the Account Manager page.

Java

For non-Internet Explorer users on Windows systems, we provide the Java screen sharing plug-in to allow screen sharing to occur. The plug-in is automatically installed the first time you use the service to conduct a presentation. You will see a security warning screen to which you must grant access. You will see a Java icon in your system tray when you have granted access to the plug-in.

Polls Tab



Adding Poll Questions
Click on Add New Poll to create a new poll. This will create a new entry called New Poll in the poll list. Now, simply edit the topic and the answers on the right and click Save Changes. To remove an answer, simply leave the space blank.

Save Changes - Once you have entered the question and all possible answers, simply click Update. The poll is now ready to be used.

Poll Display Option – Select the manner in which you want the results to be displayed to your audience. Your options are:

- **Show Results as Totals** - This will display the number of votes and percentage of total votes that an option has received.

- **Show Results as Percent** - This option will only display the percentage of total votes that an option has received. It will not show the number of votes.

- **Show Results Only to Presenters** - This option will not show the voting results to your audience, only to presenters.

Removing Polls - Polls can be removed from the system using the Manage Polls feature in the Account Manager.

After the poll has been entered, click Begin Voting to allow your attendees to respond. As attendees respond, you will see the breakdown of the responses in real time.

To end voting, simply click Close Voting. The results will be stored in the system database and can be viewed from the Account Manager page.

System Requirements

Minimum Requirements

- Microsoft Internet Explorer 7+, Mozilla Firefox 2.5+, Safari
- 1024 x 768 screen resolution
- Stable Internet connection, DSL or above
- Connected to Internet via hard-wired connection; wireless not recommended
- Flash Player 9
- Disabled pop-up blockers
- Webcam and microphone for presenters and computer speakers for participants

Recommended Requirements

- Microsoft Internet Explorer 7+, Mozilla Firefox 3.5+, Safari 4, or Chrome 3
- 1024 x 768 screen resolution
- 300-500kbps download and upload speed (DSL, cable modem, T1, etc)
- Connected to Internet via hard-wired connection; wireless not recommended
- Most recent version of Flash Player
- Disabled pop-up blockers
- Webcam and microphone for presenters and computer speakers for participants

Speed Test

You can verify the speed of your connection at www.telspanvenue.com/systemtest

System Test

Our system test will allow you to quickly and easily test your system for compatibility with ***TelSpan*****Venue**. The system test can be found at www.telspanvenue.com/systemtest. The system test is fairly accurate; however, as modern web browsers continue to evolve, it is possible to receive some false negatives while using our system test. The most important item being tested is your ability to connect to our servers. If this test passes then you will most likely be able to participate in a webinar.

Troubleshooting

If you are experiencing difficulty, a good first step is to make sure you have the latest version of Adobe Flash Player installed. After you have completed this step, please attempt the following, depending on your issue.

Audio / Video

The video is slow/choppy/poor quality.

This is usually due to an Internet connection problem. For best results, we recommend a broadband connection. If you are on dial-up, here are some things you can try:

- Make sure there aren't any other applications open that can consume your bandwidth, such as instant messaging, email programs, other websites, or file transfers.
- Set your connection type to modem in the connection settings dialog

My Audience Can't Hear Me

Make sure that your microphone is plugged in and the volume is set accordingly. Also ensure that no other programs might be using your sound card, such as Skype, or any other sound recording or playback program.

My Webcam Isn't Working or Displaying

Make sure that your webcam is properly connected and configured. You should have any applicable drivers for your webcam installed. Make sure that you don't have any other programs currently open that may be accessing your webcam such as Skype, any other IM, or chat programs.

I'm Hearing an Echo

An echo is created when the output from your speakers is picked up by your microphone. The best way to remedy this situation is to switch to a headset. If this is not a viable solution for you, do what you can to physically separate your speakers from your microphone as well as adjusting the volume setting of your speakers. You can also adjust the silence cutoff options to help eliminate some of the echo.

Audio cuts out

If your audio drops out please check the following settings:

1. Verify that you are not using a wireless connection. The inherent packet loss associated with wireless connections will invariably prove problematic to any live stream environment.
2. Double check your current connection stability.
3. If there are multiple presenters, disable the echo cancellation by unchecking this feature in your Meeting Application.
4. Verify your silence cut off is set no higher than 10.

Screen Sharing

A Participant Can't See My Screen

Try restarting the screen sharing session, closing the window, and reconnecting to the service, or have the p\participant log out and log back into your session.

The Screen Sharing is Too Slow/Blurry/Poor Quality

This is usually caused by an Internet connectivity issue, either on your side or on the audience member's side. Screen sharing is a bandwidth intensive process and we recommend that all parties have a broadband connection and that the presenter have an upload speed of at least 400kbs. Also lowering your screen resolution to a maximum of 1024x768 will lower the bandwidth requirements.

My Screen is Too Small on My Participant's Computer

This is because your screen resolution is much larger than theirs and your screen does not fit on their screen. There are a few different options available:

- Best Option—Set your screen resolution lower, to 800x600 or 1024x768.
- Have your audience click Maximize Viewing Area located in the upper right corner of the content area. Alternatively, you as the presenter can click on Maximize and then Lock View to force your attendees into this maximized view.

PowerPoint Files

If you have experienced an error while attempting to upload a PowerPoint presentation, please ensure that you have taken the following steps:

1. Remove any Active X elements in your presentation.
2. Remove any embedded media files such as a video or audio file.
3. Remove any macros that you may have created.
4. Remove any password you have added to the file.

If you have verified that none of these unsupported elements exist in your presentation, then look for other non-standard elements such as:

1. Proprietary image formats
2. Non standard or custom fonts
3. Content that exists outside of the standard slide area, i.e. "off slide content"

If you are unable to resolve your conversion issue you may wish to try the following short-term workarounds:

1. If you are currently using the "Preserve Animations" feature, attempt to upload your presentation without that option checked.
2. If you are not currently using the "Preserve Animations" feature, attempt to upload your presentation using this option.
3. In PowerPoint, export your presentation as a PDF and then upload it.

We are constantly striving to improve the efficiency and compatibility of our presentation tools and while these workarounds may limit some of the functionality of your presentation (you may lose your animations), they will most likely provide you with a workable solution in the short term.